2020 Illinois Traveler Opinion Survey

Report prepared by the
Institute for Legal, Legislative, and Policy Studies,
University of Illinois Springfield
for the
Illinois Department of Transportation

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Survey Research Office
ILLINOIS SPRINGFIELD

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Project Overview

The 2020 Illinois Traveler Opinion Survey is the most recent iteration in a long-running project conducted by the University of Illinois Springfield's Survey Research Office for the Illinois Department of Transportation dating back to 2001[1]. The project methodology has changed considerably during that time. For instance, the survey was exclusively an address-based mail survey with a web-response option until 2015. In 2015, the survey used the same address-based methodology with a telephone component to increase response rates. In 2016, the office worked with IDOT to transition the survey exclusively to an online panel and, in 2017, included an "opt-in" response approach that allowed anyone to participate in the survey in addition to an online panel. In 2018, the survey was made purely an opt-in survey that relied on IDOT advertising to generate responses. Like the 2017 and 2019 iterations, the 2020 methodology combines an online opt-in response approach with an online panel to increase the representativeness of the survey to the population of the state of Illinois.

As with previous iterations of the survey, the 2020 Illinois Traveler Opinion Survey post-stratification adjustments, or "weighting," to increase the representativeness of the survey. A total of 2,134 respondents participated in the survey. Responses from identical IP address were removed as only one person per household was asked to complete the survey. Because the survey was conducted online, with a nonprobability sample, it is not advisable to report a traditional margin of error estimate of uncertainty, but for all respondents the credible interval is plus or minus 2.5. While a margin of error is often used to express uncertainty in polling, for nonprobability surveys, such as panels and opt-in ones utilized here, credibility intervals are the best option to measure the accuracy of the survey. When examining subgroups, the credibility interval will, of course, increase.[2]

[1] Prior to 2015, the survey was known as the Illinois Motorist Opinion Survey.
[2] For more information on credible intervals please see https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6630113/

Key Findings

Section I. Roads and Highways

For the second year in a row, all nine aspects of roads and highways were rated higher than the previous year. While all aspects increased in favorability, of note are snow removal, which hit an all-time high rating of 75% and timing of traffic signals, which jumped by 10 percentage points in 2020.Women and those over 60 years of age were the most positive of the roads and highways and the single biggest difference in favorability by demographic groups included: roadside lighting (Chicago +25) and snow removal (60^{+} +20).

REBUILD ILLINOIS PROGRAM

Awareness of the Rebuild Illinois Program is down slightly in 2020 (41%) from 2019 (45%). However, the majority of respondents said the program's $33.2 billion budget was "about right" (55%), and fewer respondents said it was "too much" (17%) compared to the 2019 results (22%). This is a 30% change in opinion in just a single year, indicating more support for the large infrastructure spending program.

Section II. IDOT Projects

The most frequently selected capital improvement project was once again "repair/upgrade deteriorating highways and bridges" (80%). Interestingly, the largest loss of support from 2019 year was for "improve mass transit" (-5), even though it was still a common selection. The largest jump in support from last year was for "improve or expand bicycle and pedestrian trails" (+6).

Section III. Passenger Rail and Public Transportation

The vast majority (93%) of respondents rated their overall experience with Amtrak rail services as "very good" or "good", indicating a high level of satisfaction with the service. Support for expanding Amtrak services was also high as most respondents indicated routes should "stay the same" (48%) or "increase" (44%). While support for Amtrak services is high (nine in 10 respondents indicated they support Amtrak rail services), usage is not as universal (just over half (52%) indicated they have ever even used it). Expectedly, those who using Amtrak daily are much more supportive (91%) of Amtrak than those who have never used it (85%).

COVID-19 IMPACT

To assess the impact of COVID-19 on Amtrak usage, respondents were asked if the frequency of their use "since the coronavirus (COVID-19) pandemic began" had "increased, decreased or stayed the same." For the majority, their usage had stayed the same (63%) while about a third decreased (32%). The most common reason it had decreased was "not feeling safe due to concern of possible exposure to COVID-19."

SATISFACTION, SUPPORT AND USE OF PUBLIC TRANSPORTATION

Satisfaction with public transportation continues to be quite high among Illinois travelers as eight in 10 respondents (84%) rated their experience with public transportation in Illinois as "very good" or "good." This is up five percentage points from the 2019 results (79%). Additionally, support for public transportation also remains high with a majority of respondents reporting access to public transportation should be "significantly increased" or "modestly increased" (68%).

COVID-19 IMPACT

To assess the impact of COVID-19 on public transportation usage, respondents were asked if the frequency of their use "since the coronavirus (COVID-19) pandemic began" had "increased, decreased or stayed the same." For the majority of respondents, usage of public transportation during the COVID-19 pandemic has stayed the same (51%) or decreased (44%). The most common response for decreasing was "not feeling safe due to concern of possible exposure to COVID-19."

Section IV. Commuting

Six in ten respondents indicated they commuted to work in a typical year, which holds steady from the 2019 results of 59%. The most common mode of transportation was "car/personal vehicle" (76%). Results in 2020 indicate the majority of Illinois travelers commute five days per week (63%) and have a relatively good idea of how long their commute will take each day (91%). In terms of distance travelled, respondents from the Chicago suburbs indicate they may be traveling further than even some of their downstate counterparts. In terms of length of commute, though Chicago respondents indicated they had the shortest commute in miles, they did not indicate spending less time in minutes on that commute compared with the other two regions of the state analyzed.

COVID-19 IMPACT

Overwhelming, respondents indicated the number of days they commute to work has decreased (49%) or stayed the same (43%) since the COVID-19 pandemic began. Chicago (61%) and suburban respondents (57%) were most likely to indicate their commute days had *decreased* compared to those from elsewhere in the state (34%).Working remotely (69%) was overwhelmingly the most common reason respondents indicated their commute days had decreased since the COVID-19 pandemic began.

Section V. Traveler Services

REST AREA QUALITY AND FREQUENCY OF USE

Compared to previous years, the 2020 results show a large increase in the importance of rest areas for Illinois travelers (81%), increasing nine percentage points from 2019 (72%). Use of rest areas was also up in 2020 (51%) from 2019 (46%), together indicating not only a growing importance of public rest areas, but also a growing use.

COVID-19 IMPACT

The pandemic has impacted the use of rest areas, as predicted. The majority of respondents indicated their use had decreased (47%) or stayed the same (48%). And of those who indicated their use had decreased, about one third (31%) indicated their use had decreased because of "less travel", which was followed by "not feeling safe due to concern of possible exposure to COVID."

IDOT WEBSITE USE AND ACCESSIBILITY

Slightly fewer respondents indicated visiting the IDOT traveler website (51%) than in 2019 (53%), and notably, younger respondents age 18-34 were much less likely to have visited the site (40%), as well as those who had less than a four-year degree (44%), those who identified as non-white (36%), and those in Chicago (42%). The primary reason indicated was that they had not heard about or were not familiar with the site. For those who had visited the site, 92% indicated they could find the information they were seeking, and the most common information they were seeking was traffic or travel updates (32%) and areas of construction (31%).

Section VI. Dangerous Driving Behavior

SELF-REPORTED DANGEROUS DRIVING BEHAVIORS

The most common self-reported dangerous driving behaviors included using a mobile device to make phone calls (42%), not obeying speed limits in work zones (30%) and using a mobile device to text or email (26%). Younger drivers age 18-34 report engaging in dangerous driving behaviors far more often than any other age group by about 10 percentage points across all six behaviors. Additionally, when answering phone calls while driving, the number who answered via Bluetooth (54%) was up about as much as ignoring the call (23%) was down from 2019. This indicates that as Bluetooth technology is more accessible to drivers, they are more often answering phone calls while driving.

Perception of Risk from Distracted Driving

Three-fourths of respondents indicated they felt at risk because of another driver's distracted driving (72%), but only one-third indicated they felt at risk because of their own distracted driving (35%), similar to 2019.

Passenger Intervention

Respondents indicated they were slightly more likely to intervene if the driver of the vehicle they were a passenger in was sending texts or emails (70%) over taking a phone call (65%). Both figures are continuing a downward trend in hypothetical passenger intervention during distracted driving. These consistent drops over the past three iterations of the survey indicate more hesitation on the part of passengers to intervene in dangerous distracted driving behaviors. It may also indicate an increased acceptance of dangerous driving behaviors, or technology that may allow for these once dangerous behaviors to be executed in a safer, less distracted manner. Respondents age 18-34 are not only the least likely to intervene as passengers, but they are far less likely than the average to intervene if the driver is sending a text or email.

Other Drivers' Irritating driving Behavior

"Other drivers not using proper signals" (82%) was the most commonly reported irritating behavior in 2020. Additionally, it was also the most frequently cited irritating behavior with 38% of respondents reporting annoyance with it "five or more times" in the past 30 days." Together, these indicate not only are a higher proportion of respondents experiencing irritation with a lack of proper signaling, they are also experiencing it with a higher frequency than other irritating behaviors.

Likelihood of Being Stopped by Police for Dangerous Driving Behaviors

The 2020 results are largely unchanged from the 2019 results, both of which indicate the majority of respondents feel it is "somewhat unlikely" or "very unlikely" they would be stopped by police for any of the dangerous behaviors in this section. The most commonly indicated behavior respondents believed they would be stopped for was speeding (34%). Respondents age 18-34 were most likely to report a belief they would be stopped by police across all five dangerous behaviors.

Section VII. Media Awareness

Enforcement Campaigns

Respondents reported they had "read, seen or heard anything in the media about alcohol-impaired driving (41%), seat belt law enforcement (32%), cell phone use while driving (38%) and Scott's Law (30%) by police" far less often than in 2019. The downward trend in awareness of all four campaigns continues a two-year slide in results from their most recent highs in 2018. The largest drop in awareness since 2019 are for the cell phone use (-17) and Scott's Law (-17) campaigns.

AWARENESS OF SLOGANS

While majorities of respondents said they had "read, seen, or heard" about "Drive Sober or Get Pulled Over" (51%) and "Click it or Ticket" (62%), significantly fewer respondents reported the same for "Life or Death Illinois" (24%) and "Drop it and Drive" (32%). The largest year over year drop was for "Drop it and Drive," which fell by 13 percentage points since 2019. Even the most recognized slogan "Click it or Ticket" has fallen by over 10 percentage points in two years. The only slogan holding steady in awareness is "Life or Death Illinois," the least recognized slogan three years in a row.

Section VIII. Rating IDOT

OVERALL IDOT RATING

Eight in ten respondents rated the job IDOT was doing as "very good" or "good," up 7 percentage point since 2019. This makes the second year in a row with a higher rating than the last for this item. Seven in ten respondents indicated they could trust IDOT to do the right thing "just about always" or "most of the time," which is similar to 2019.

RATING IDOT EMPLOYEES

While all four areas respondents' rate IDOT employees on remain high (well over 75% in each category), the "overall conduct of employees on the job" fell slightly by four percentage points in 2020. The most positively rated item was "courtesy and respect shown to motorists" (88%) for the second year in a row. This indicates a high level of satisfaction among Illinois travels with IDOT employee performance.

Methodology

In 2015, the UIS Survey Research Office became a charter member of the American Association for Public Opinion Research's Transparency Initiative. By joining, the office is supporting broader and more effective disclosure of research methods by all organizations. The Transparency Initiative provides formal public recognition by AAPOR of an organization's voluntary commitment to abide by the disclosure standards in the AAPOR Code of Professional Ethics and Practices, while benefiting the public by providing more information with which to evaluate the quality of individual surveys. As part of SRO's continued investment in this initiative, it has committed to providing a detailed methodological report of all of its survey projects. For more information on the Transparency Initiative, please visit http://transparency.aapor.org/index.php/transparency/about.

Project Management and Funding: The 2020 Illinois Traveler Opinion Survey was conducted by the staff of the Institute for Legal, Legislative, and Policy Studies and the Survey Research Office at the University of Illinois Springfield, under the guidance of IDOT's Office of Communications. The study was funded entirely by IDOT. The questionnaire was written collaboratively between researchers at SRO and IDOT staff.

Sample and eligibility: The results in this survey are based on responses from individuals who took the survey online at a specified web address. Upon navigating to the website, individuals were presented with language that described the purpose of the study and asked to participate. To improve on the representativeness of the survey respondents, an online panel was also used to recruit respondents in 2020, similar to the approach used in 2017 and 2019. UIS partnered with Marketing Systems Group, who provided the panel. Internet IP address matching was used to remove respondents who may have completed the survey more than one time. Across both data collection approaches, a total of 2,134 responses to the survey were collected. Of the 2,134 respondents, 714 completed the survey through the opt-in panel and 1420 through a link shared on IDOT's social media accounts.

Recruitment: IDOT worked with UIS to spread awareness of the survey by posting a link to the survey on their website (www.IDOT.illinois.gov) and via their social media pages. Additionally, press releases and traditional media were used to spread awareness of the survey. Respondents were eligible to take the survey from Dec. 7, 2020, through Dec. 31, 2020. Respondents were deemed eligible to participate if they acknowledged that they were both a current Illinois resident and that they were at least 18 years of age. The online panel participants were recruited by Marketing Systems Group from Dec. 7, 2020 through Dec. 23, 2020.

Weighting: The data for the 2020 Illinois Traveler Opinion Survey are weighted using Illinois population parameters provided by the U.S. Census Bureau and the Illinois Secretary of State's Office. The parameters used for weighting in the survey include sex, age, race, region, and education. Minimum and maximum weights were used such that one weighted case cannot count for less than .59 cases or more than 2.4 cases. All figures in the report are based on weighted responses.

Demographics

Table 1 displays population parameters based on U.S. Census Bureau and IDOT figures, the unweighted survey results, and the weighted responses. Because minimum and maximum weights are used, there are slight differences between the population parameters and the weighted sample. However, the weighted sample much more closely approximates the adult population of Illinois than the unweighted sample.

Table 1. Demographics (percent)[3]			
	Unweighted Responses	Illinois Population[4]	Final Weighted Results
Age			
18-24 years old	11	12	12
25-34 years old	16	18	18
35-44 years old	17	17	17
45-59 years old	26	25	25
60-74 years old	26	20	20
75 years or older	5	8	8
Education			
HS diploma or less	14	37	37
Some college	20	20	20
2-year college degree	13	8	8
4-year college degree or higher	53	35	35
Gender			
Male	54	49	49
Female	46	51	51
Race/Ethnicity[5]			
White	75	61	62
Black or African American	14	14	14
Asian/ Pacific Islander	4	5	5
Hispanic	6	17	17
Other	3	2	2
Region[6]			
District 1- Schaumburg	50	65	65
District 2- Dixon	8	6	6
District 3- Ottawa	7	5	5
District 4- Peoria	5	4	4
District 5- Paris	4	4	4
District 6- Springfield	8	4	4
District 7- Effingham	2	3	3
District 8- Collinsville	5	6	6
District 9- Carbondale	11	3	3

[3] Totals may not add up to 100 due to rounding
[4] Gender, age, education, and race/ethnicity categories are derived from the U.S. Census Bureau American Community Survey 2018
[5] Race/ethnicity is recoded into four category variables to aid in weighting.
[6] Data provided by the Illinois Secretary of State's Office.

Section I. Roads and Highways

The 2020 Illinois Traveler Opinoin Survey begins by asking respondents to rate nine aspects of Illinois roads on a four-point scale from “very good” to “very poor.” These aspects include: cleanliness of the roadsides, removal of debris, landscaping, snow removal, traffic signs, message boards, highway paint, traffis signals, and roadside lighting. As you can see in figure 1 and table 2 below, respondents in 2020 rated all nine aspects of Illinois roadways more positively than in the previous year, in some areas by large margins. For example, while their ratings of cleanliness, removal of debris, landscaping, traffic signs, and electronic message boards only increased by about two to three percentage points each; their ratings of snow removal increased by four percentage points to an all time high of 75% favorable. Additionally, ratings for highway paint increased by five percentage points from last year, and ratings for roadside lighting increased by seven percentage points. The most noticable gain in ratings was for the timing of traffic signals, which jumped by 10 percentage points.

Fig. 1. Road and highway responses in 2020 compared to previous years

(% rating each item "very good" or "good")

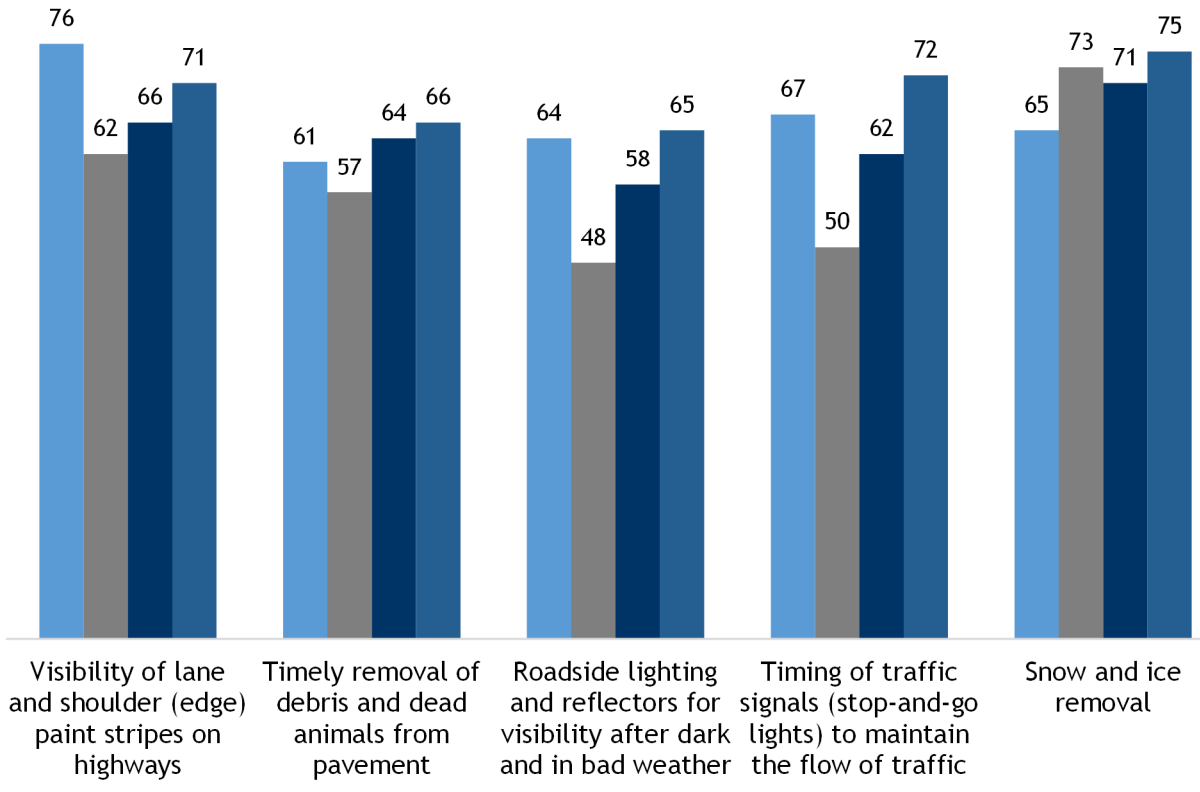


Table 2. Percent of respondents rating each item positively, i.e.: "good" or "very good"					
	2020 Results	2019 Results	2018 Results	2017 Results	2020-2019 Difference
Traffic signs (directional signs, warning signs, and "miles to destination" signs)	86	84	84	84	+2
Electronic message boards to advise drivers of delays or construction areas	85	83	79	82	+2
Visibility of lane and shoulder (edge) paint stripes on highways	71	66	62	76	+5
Cleanliness of roadsides	69	66	65	73	+3
Landscaping and overall appearance of roadsides and medians	64	62	60	72	+2
Roadside lighting and reflectors for visibility after dark and in bad weather	65	58	48	64	+7
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	72	62	50	67	+10
Snow and ice removal	75	71	73	65	+4
Timely removal of debris and dead animals from pavement	66	64	57	61	+2

In addition to topline analysis by year, examination of ratings by demographic group shows some interesting variations in the 2020 data. For example, while women typically rate these nine aspects of Illinois roadways more positively than men, the differences are quite pronounced for electronic message boards (+5), lane paint (+7), cleanliness (+8), landscaping (+7), and timing of traffic signals (+12). Examination by age shows that ratings differ by quite a bit for all nine aspects of Illinois roadways. Specifically, residents age 60 and older were on average the most positive on these aspects, rating four of the nine higher than the other age groups. These include more positive ratings of traffic signs (+7), electronic message boards (+5), landscaping (+9), and snow removal (+20). Residents age 18-34 were also more positive of four of the nine aspects, but their ratings were not as dramatically difference as those over 60. The four aspects they were more positive of include: timing of traffic signals (+7), lane paint (+9), roadside lighting (+8) and removal of debris (+6). Residents age 35-59 were only more positive of cleanliness of roads (+5).

Analysis by race shows larger differences in ratings for lane paint, roadside lighting, and snow removal. Respondents who identified as nonwhite were more positive of six of the nine aspect of Illinois roadways in the survey. These include cleanliness of roadsides (+2), timing of traffic signals (+7), electronic message boards (+1), lane paint (+9), roadside lighting (+13), and removal of debris (+1). Those who identified as white were more positive of traffic signs (+4), and snow removal (+9), while both categories gave landscaping of Illinois roadways a 65% favorability rating. Education also showed differences in ratings between those with less than a four-year degree and those with a four-year degree or higher. Respondents who said they had less than a four-year degree were more positive of only two of the nine aspects of Illinois roadways including timing of traffic signs (+7), and roadside lighting (+2) while those

who said they had a four-year degree or higher were more positive of traffic signs (+2), cleanliness (+5), electronic message boards (+5), landscaping (+5), snow removal (+9), lane paint (+3) and removal of debris (+6).

Finally, region also impacted the ratings respondents gave for Illinois roadways. Chicago respondents were more positive about three of the nine aspects, including timing of traffic signals (+8), roadside lighting (+25) and removal of debris (+11), while respondents from the Chicago suburbs were more positive about five of the nine aspects, including traffic signs (+6), cleanliness (+4), electronic message boards (+9), landscaping (+12) and snow removal (+11). Respondents from both Chicago and the Chicago suburbs rated lane paint more positively, with a 77% favorability compared to respondents from elsewhere in the state who rated lane paint 62% favorably. Respondents from outside Chicago and its suburbs did not rate any aspect of Illinois roadways higher than the other two groups. The aspect of Illinois roadways that differed the most by demographic group was the timing of traffic signals. All demographic groups showed large differences in their evaluation of this: female (+12), 18-34-year-olds (+7), nonwhite (+7), less than four-year degree (+7), Chicago (+8). The single-biggest difference in demographic groups include: roadside lighting (Chicago +25), snow removal (ages 60+ +20), roadside lighting (nonwhite +13), landscaping (Chicago suburbs +12), timing of traffic lights (female +12), snow removal (Chicago suburbs +11) and debris removal (Chicago +11).

Table 3. Percent providing a favorable response: Maintaining highways and traffic flow questions (percent)									
	Traffic signs	Electronic message boards	Visibility of lane and shoulder paint stripes	Cleanliness of roadsides	Landscaping and overall appearance	Roadside lighting and reflectors	Timing of traffic signals	Snow and ice removal	Removal of debris/ dead animals
Age									
18-34 years old	83	83	75	73	66	70	74	66	69
35-59 years old	84	84	71	65	60	65	72	73	63
60 years old+	90	88	66	70	69	62	67	86	67
Education									
Less than four-year degree	85	83	70	67	63	66	74	71	64
Four-year degree or higher	87	88	73	72	68	64	67	80	70
Gender									
Male	84	82	67	65	61	64	65	75	65
Female	87	87	74	73	68	67	77	74	68
Race									
White	87	85	68	69	65	61	69	78	66
Non-white	83	86	77	71	65	74	76	69	67
Region									
Chicago	82	86	77	70	65	77	75	71	71
Chicago suburbs	88	89	77	71	71	71	73	82	70
Elsewhere	86	80	62	67	59	52	67	71	60

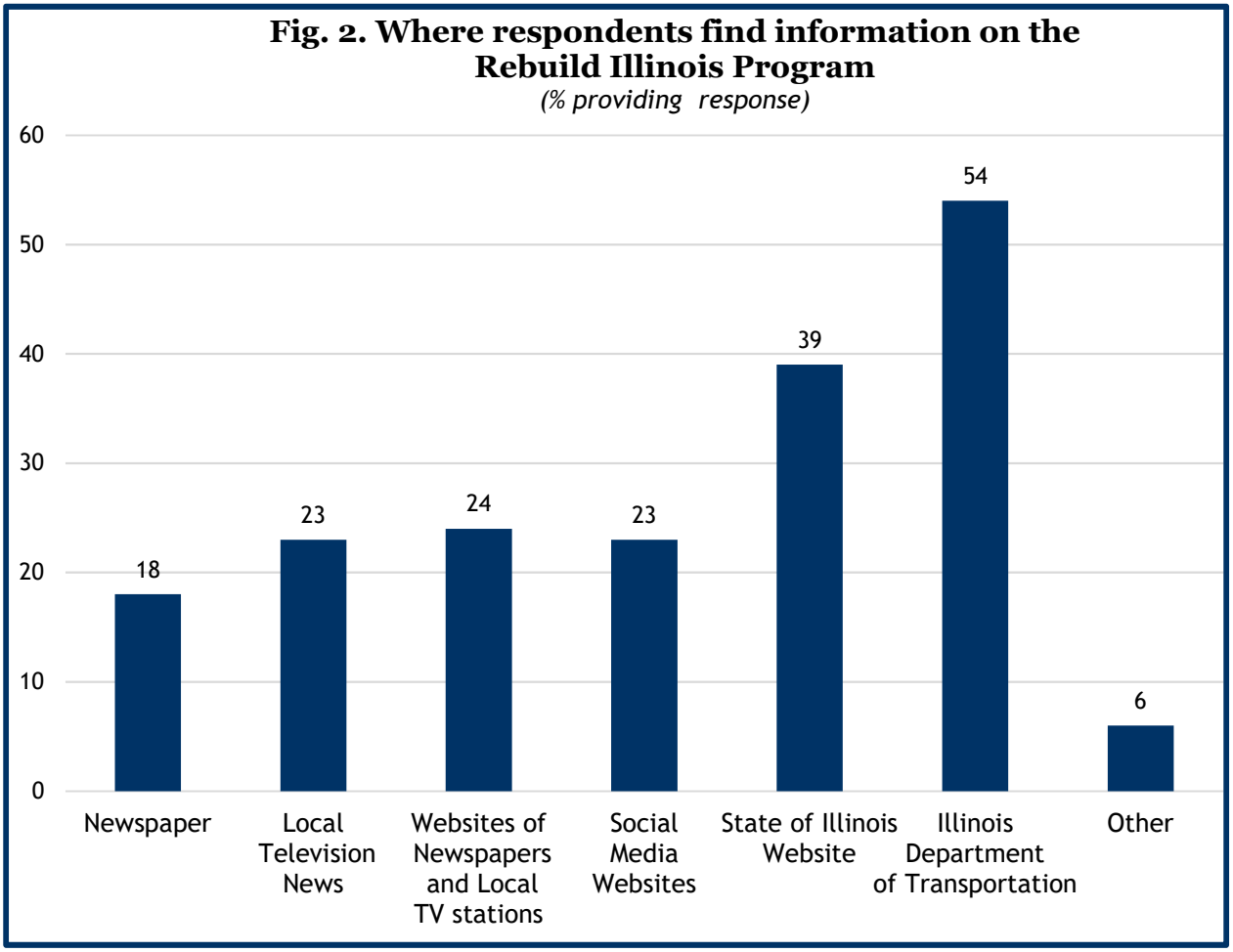
ROAD REPAIR AND CONSTRUCTION - REBUILD ILLINOIS

The 2020 Illinois Traveler Survey contains four questions about the Rebuild Illinois Program to assist IDOT in gaining insight into the public's knowledge and opinion concerning the project. To assess the public's knowledge of the project, respondents were asked if they were aware of the Rebuild Illinois Program. A slightly smaller number of 2020 respondents reported being aware of the program (41%) than in 2019 (45%). A follow-up question then asked if they were aware of any construction projects in their area that will be funded by the Rebuild Illinois Program. The 2020 "yes" response (45%) was almost identical to the 2019 "yes" response (46%), indicating no major change in the public's knowledge about the Rebuild Illinois Program. Additionally, when asked where they would find more information on the Rebuild Illinois Program, a majority of respondents indicated they would find it on the IDOT website (54%) or the state of Illinois website (39%), which is almost identical to the 2019 response (50% and 36% respectively).

To assess the public's opinion about the Rebuild Illinois Program, they were asked if the $33.2 billion infrastructure investment over the next six years is too much, too little or about right. While the majority of respondents said it was "about right" (55%), a fewer number of respondents said it was "too much" (17%) compared to the 2019 results (22%). This is a 30% change in opinion in a single year. Twenty-eight percent of 2020 respondents said this amount was "not enough," similar to 2019 (26%).

Fig. 2. Where respondents find information on the Rebuild Illinois Program

(% providing response)



Similar to 2019, this year's data show large differences in knowledge of the Rebuild Illinois Program when broken down by demographic (see table 4). Once again, males (48%) are more aware of the program than females (33%) and more likely to report that the $33.2 billion plan is not enough (+18). Respondents over the age of 60 are much more likely to report awareness of the Rebuild Illinois Program (+11) in general but are also the least likely to report awareness of Rebuild Illinois projects in their area (-17). White respondents are more likely to report the plan is not spending enough (+14) and are much more likely to report awareness of the program (+19). Those with less than a 4-year degree are more likely to report too much is being spent on the program (+5) but are also less likely to report awareness of the Rebuild Illinois Program (-16). By region, those outside Chicago and its suburbs are most likely to report the plan is not spending enough (+16) and the most likely to report awareness of the program in general (+14).

Table 4. The Rebuild Illinois Program (percent)

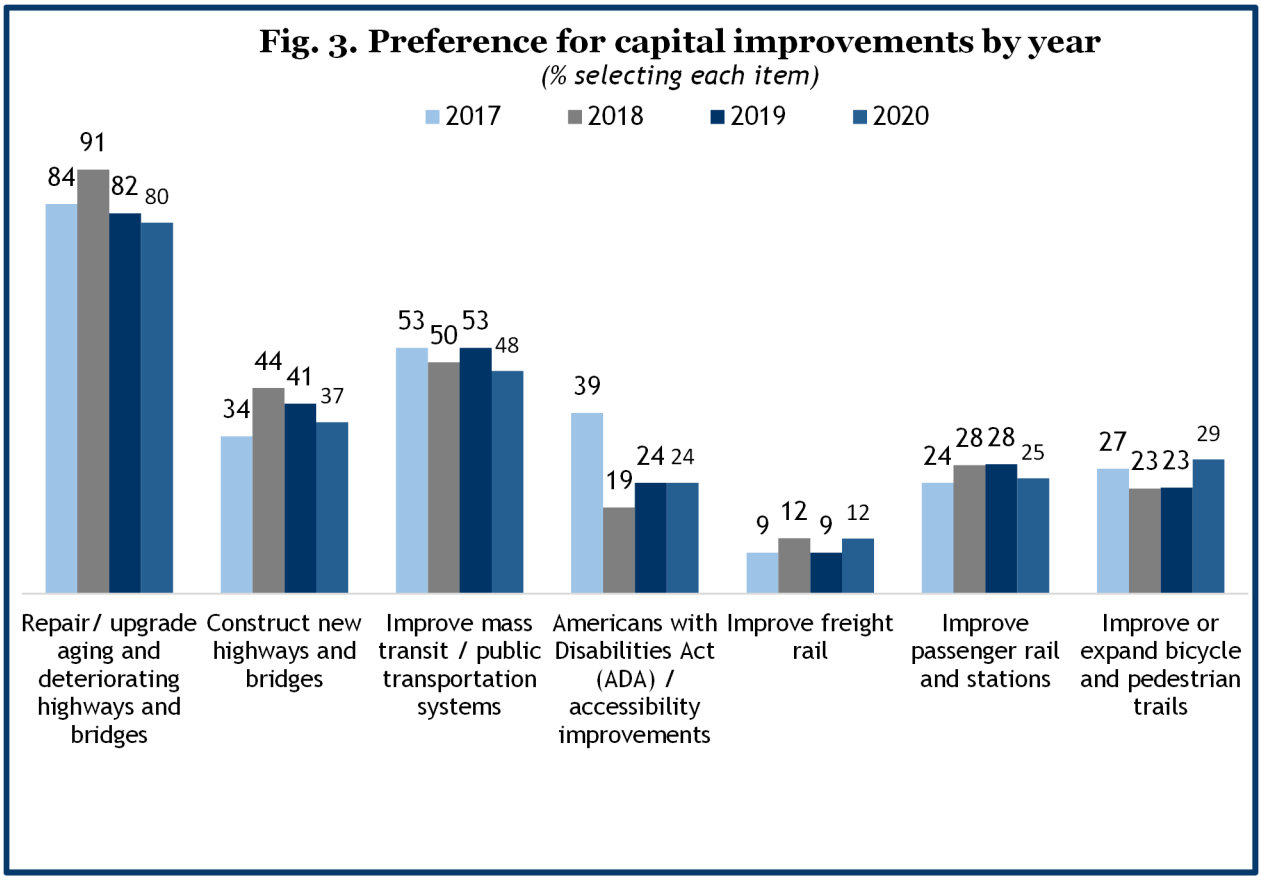
	Is the $33.2 billion plan TOO MUCH	Is the $33.2 billion plan ABOUT RIGHT	Is the $33.2 billion plan NOT ENOUGH	Respondent is aware of Rebuild Illinois	Respondent aware of construction projects in area
Age					
18-34 years old	21	61	18	35	54
35-59 years old	16	52	32	41	44
60 years old+	15	51	28	46	37
Education					
Less than four-year degree	19	57	25	35	46
Four-year degree or higher	14	52	34	51	43
Gender					
Male	16	47	37	48	45
Female	19	63	19	33	45
Race					
White	15	52	33	47	42
Non-white	20	61	19	28	53
Residence					
Chicago	19	60	21	34	44
Chicago suburbs	21	56	24	37	46
Elsewhere	13	49	37	48	44

Section II. IDOT Projects

When asked how informed they felt about IDOT projects in their area, a majority (62%) of respondents indicated they were "very informed" or "somewhat informed." This is exactly the same amount as 2019 and up just slightly from the 2018 (59%) survey results. Respondents who indicated they were informed of IDOT projects were asked a follow-up question about where they get their information. While respondents cited many different sources, with the most common being television news reports (25%), newspaper/radio news reports (22%), IDOT's website (21%) and media websites (19%), they also self-identified sources such as their alderman or local government website/email/social media, Google Maps, IDOT emails and IDOT employees. A summary of responses is found in Appendix B.

Support for Capital Improvement Projects

To assess the public's support for a wide range of capital improvement projects, respondents were asked to select their top three preferences from a list of seven potential projects. Once again, "repair/upgrade deteriorating highways and bridges" was the most frequently selected (80%). This was far and away the most commonly selected project, followed by "improve mass transit" (48%) and "construct new highways and bridges" (37%). Figure 3 below shows how support for each project type has shifted over past iterations of the survey. Interestingly, the largest loss of support from last year was for "improve mass transit" (-5), even though it was a common selection. The largest jump in support from last year was for "improve or expand bicycle and pedestrian trails" (+6).



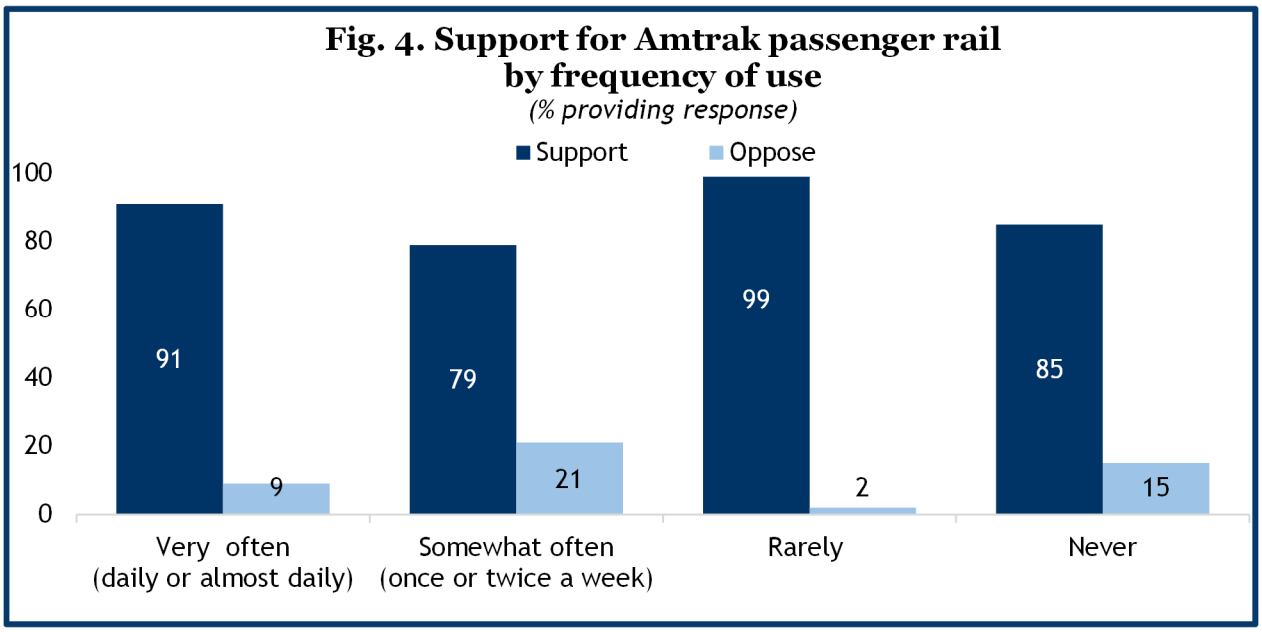
Section III. Passenger Rail and Public Transportation

The "passenger rail" questions in the survey aim to further understand passenger rail use in Illinois via Amtrak. As in the 2018 survey, the questions ask about respondents' 1) satisfaction with Amtrak rail services, 2) support for existing and expanding Amtrak rail services, and 3) frequency of use. In addition, because of the far-reaching impact of the COVID-19 pandemic, four questions addressing its impact upon Amtrak and mass transit have been added to the survey.

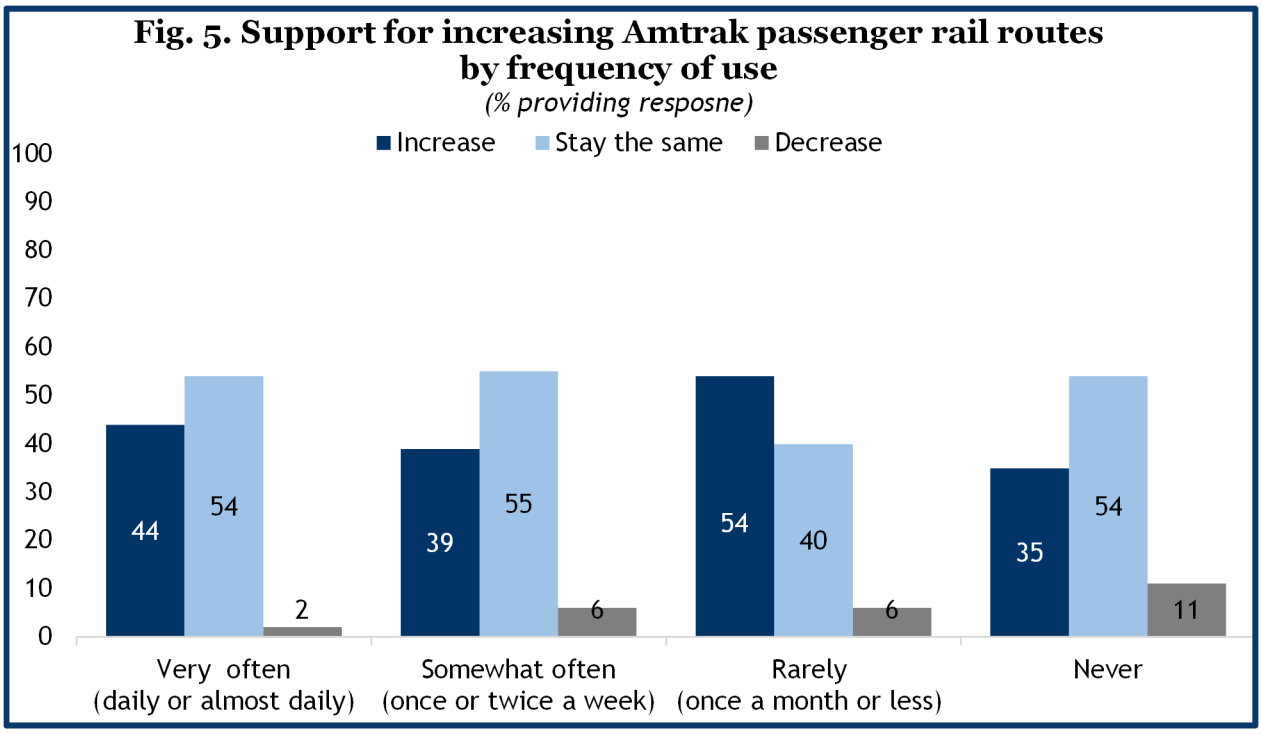
Satisfaction, Support and Use of Amtrak Passenger Rail Services

The vast majority (93%) of respondents rated their overall experience with Amtrak rail services as "very good" or "good," indicating a high level of satisfaction with the service. This is quite similar to the 2019 results of 91%. Support for Amtrak was assessed in two ways: support for existing services and support for the number of passenger rail routes. First, respondents were asked if they "support or oppose Amtrak passenger services in Illinois" and while the vast majority indicated they support Amtrak (91%), this support is largely unchanged in the past several iterations of the survey. For example, support was 91% in 2017, 86% in 2018 and 91% in 2019. This indicates there may be a ceiling to the level of support IDOT can hope to achieve for Amtrak rail services amongst the public. Support for expanding Amtrak services was also addressed. Respondents were asked if they "think the number of Amtrak passenger rail routes in Illinois should … increase, decrease or stay the same." Overwhelmingly, respondents indicated they thought routes should "stay the same" (48%) or "increase" (44%). These numbers are similar to 2019 data, in which 50% of respondents said routes should "increase" and 45% of respondents said routes should "stay the same."

Understanding frequency of use was another aim of this section. It is clear that while support for Amtrak services is high (nine in 10 respondents indicated they support Amtrak rail services), usage is not quite as universal (just over half (53%) indicated they have ever used it). Understanding usage is important when examining support, as those who use it daily are much more supportive (91%) of Amtrak than those who have never used it (85%).



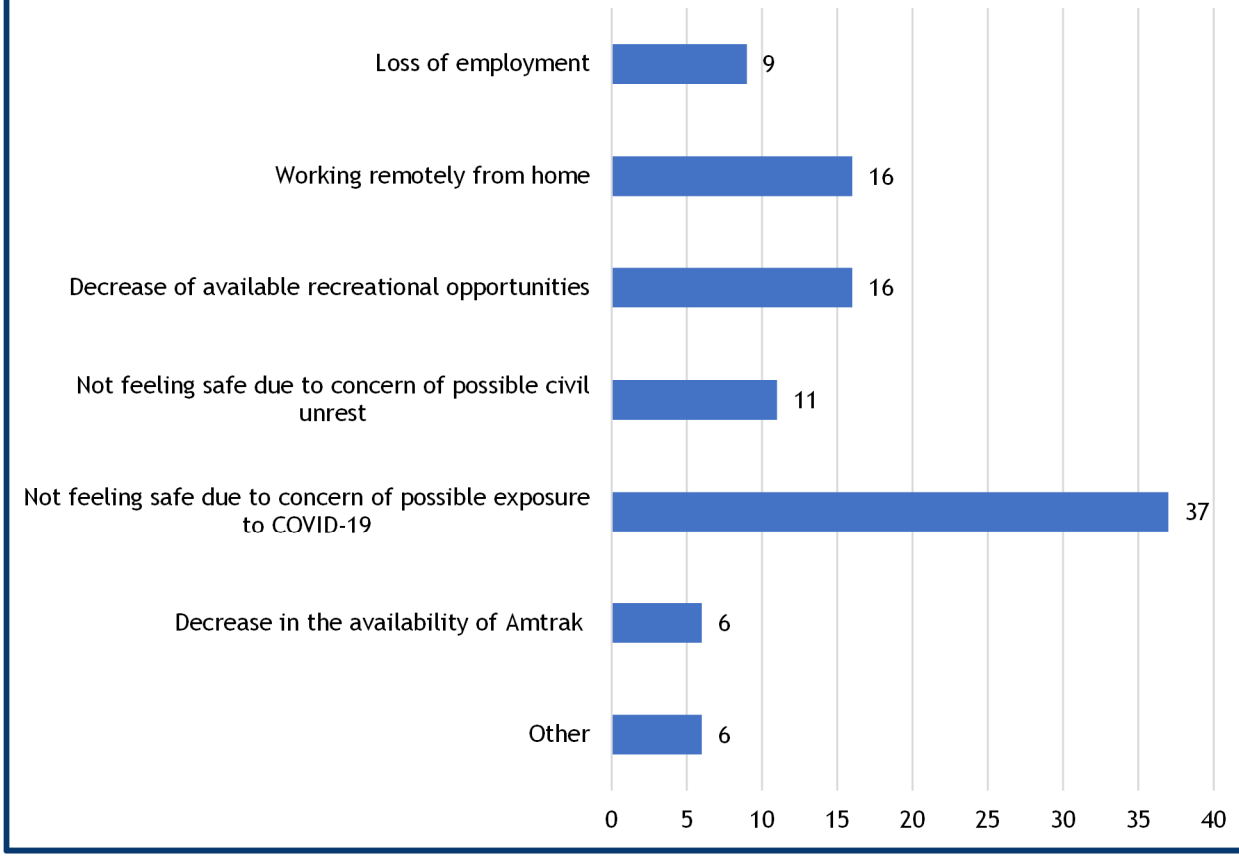
Frequency of use also impacts support to expanding Amtrak routes. General support for increasing routes was 44%, but those who have never used Amtrak (35%) are much less likely to support increasing routes as seen below in Figure 5. A final assessment of frequency of use included asking respondents who rarely or never used Amtrak rail services why, and the most common response was that they "prefer to drive" (47%), followed by "train service is not available at my desired location" (23%). Open-ended "other" responses include: no need due to COVID-19 closures, final leg of journey issues and dogs not being allowed. A summary of responses is found in Appendix B.



Finally, as seen in the “other” responses to the previous section, COVID-19 has impacted daily lives and activities. To assess the impact of COVID-19 on Amtrak usage, respondents were asked if the frequency of their use “since the coronavirus (COVID-19) pandemic began” had “increased, decreased or stayed the same.” For the majority, usage stayed the same (63%) while about a third decreased (32%). Those who reported it decreased were asked why. The most common response was “not feeling safe due to concern of possible exposure to COVID-19” (37%). Common “other” responses included: cancelled events/vacations/travel, nowhere to go and the governor’s stay-at-home order. A summary of responses is found in Appendix B.

Fig. 6. Why use of Amtrak has decreased

(% of respondents indicating their use has decreased)

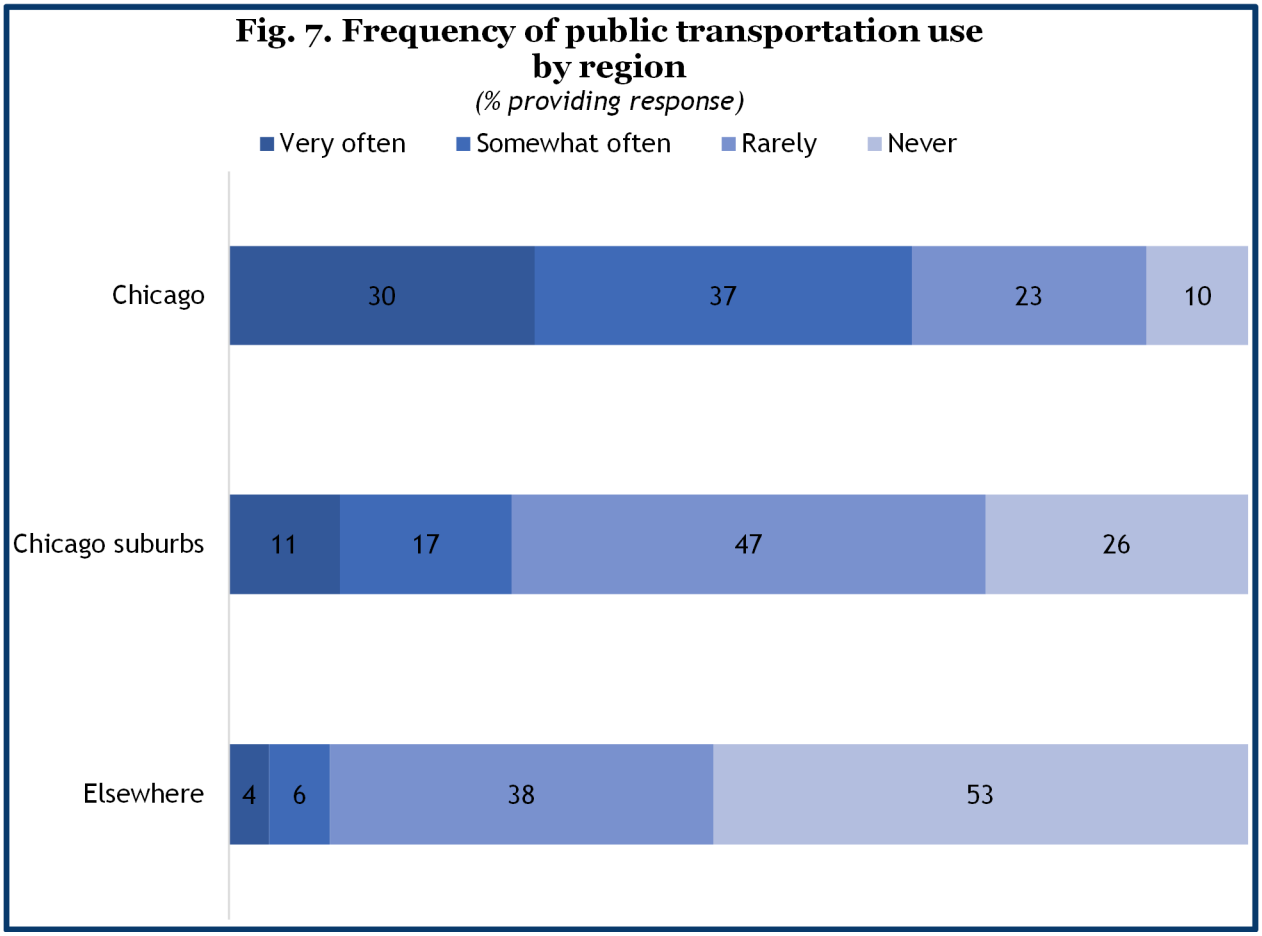


Satisfaction, Support and Use of Public Transportation

Similar to the "passenger rail" questions, the “mass transit” questions in the survey aim to further understand respondents’ 1) satisfaction with public transportation, 2) support for existing and expanding public transportation systems, and 3) frequency of use. In addition, because of the far-reaching impact of the COVID-19 pandemic, four questions addressing its impact on public transportation have been added to the survey this year.

High numbers of respondents (84%) rated their experience with public transportation in Illinois as “very good” or “good,” which is up five percentage points from the 2019 results (79%). This indicates a modest increase in satisfaction with public transportation in the past year. Next, to assess support for public transportation, respondents were asked if they “support or oppose IDOT contributions to the building, maintenance and operation of public transportation systems in Illinois.” Almost nine in 10 respondents (88%) said they “strongly support” or “somewhat support” these contributions, which reflect the exact same levels of support as the two previous iterations of the survey in 2018 and 2019. Once again, it may indicate a ceiling to the level of support IDOT can hope to achieve for these projects, and the department should monitor future iterations for significant changes in loss of support. The second question assessing support for public transportation asked respondents if “current levels of public transportation access in Illinois should be…significantly expanded, modestly expanded, kept about the same, modestly reduced or significantly reduced.” The majority of respondents (68%) indicated they thought access to public transportation should be “significantly increased” or “modestly increased.” This is down just slightly from 2019 when 72% of respondents indicated the same. Another 26% indicated that access should be “kept about the same,” and only 6% indicated it should be “modestly reduced” or “significantly reduced,” which are on par with the previous year’s results as well.

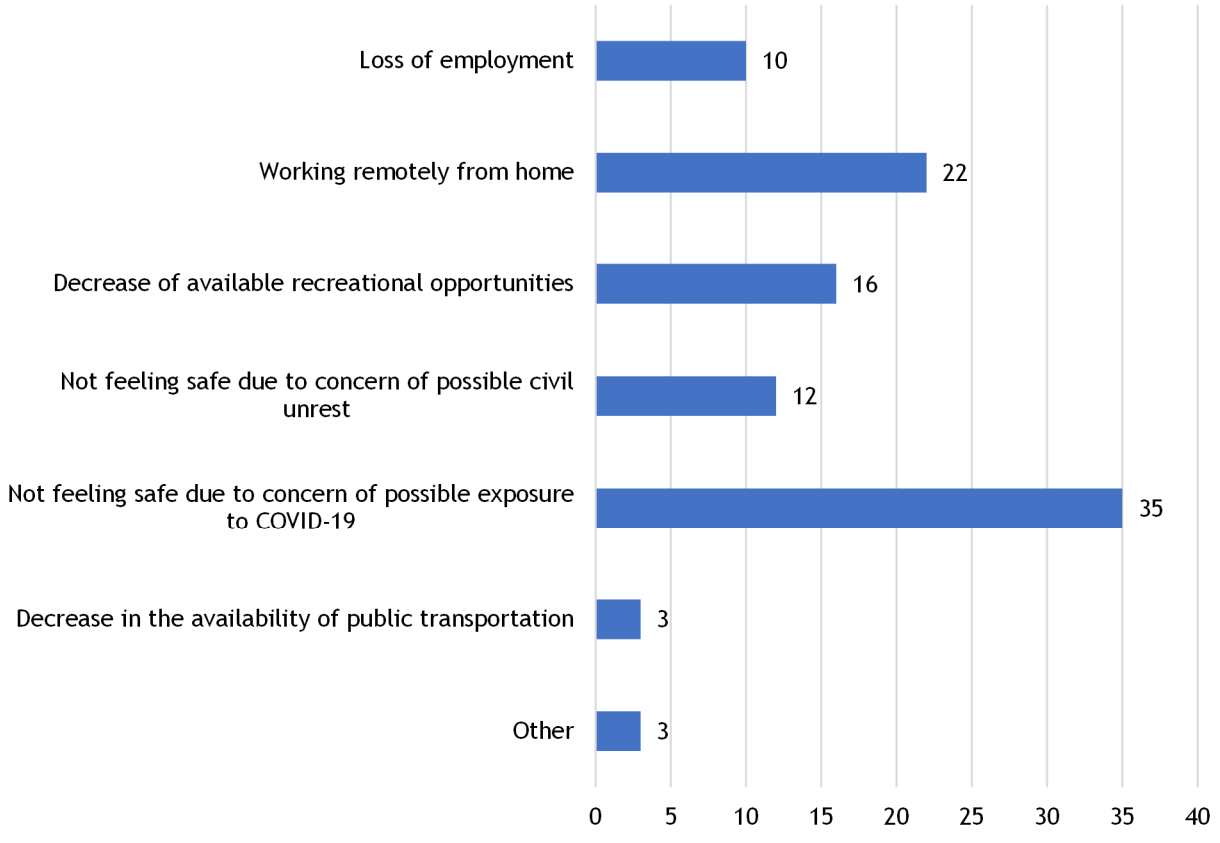
Understanding frequency of use was another aim of this section. Once again, while support for public transportation is quite high (84% of respondents indicated they support it), usage is much lower (32% indicated they had ever used it). These are very similar to the 2019 frequency of use results. Additional analysis of frequency of use of public transportation by region shows interesting variation across region. For example, those most likely to report using public transportation are those in Chicago (90%), while the least likely are those from outside Chicago and its suburbs (47%). Respondents in Chicago were also most likely to report using public transportation “very often/daily/almost daily” (30%) as opposed to those in the suburbs (11%) and elsewhere (4%). This is down from 2019 results for respondents from Chicago (43%) and for those in the suburbs (13%) and elsewhere (6%). Respondents are also asked if they rarely or never use public transportation “what is the primary reason you do not do so?” and the most common response was that they “prefer to drive” (59%) followed by “public transportation is not available at my desired location (22%) and “other” (10%). Common “other” responses include: no need due to COVID-19 closures/stay-home order and the journey takes too long or too many bus changes. A summary of responses is found in Appendix B.



The final aim of this section is to see how COVID-19 has impacted the use of public transportation in Illinois. This new section asked respondents if the frequency of their use "since the coronavirus (COVID-19) pandemic began" had "increased, decreased or stayed the same". For the majority, their usage had stayed the same (51%) while 44% decreased. Those who reported it had decreased were asked why. The most common response was "not feeling safe due to concern of possible exposure to COVID-19" (35%), followed by "working remotely from home" (22%) and decrease of available recreational activities (16%). Common "other" responses included: cancelled events/vacations/travel, increase in biking/cycling and the governor's stay-at-home order. A summary of responses is found in Appendix B.

Fig. 8. Why use of public transporation has decreased

(% of respondents indicating their use has decreased)

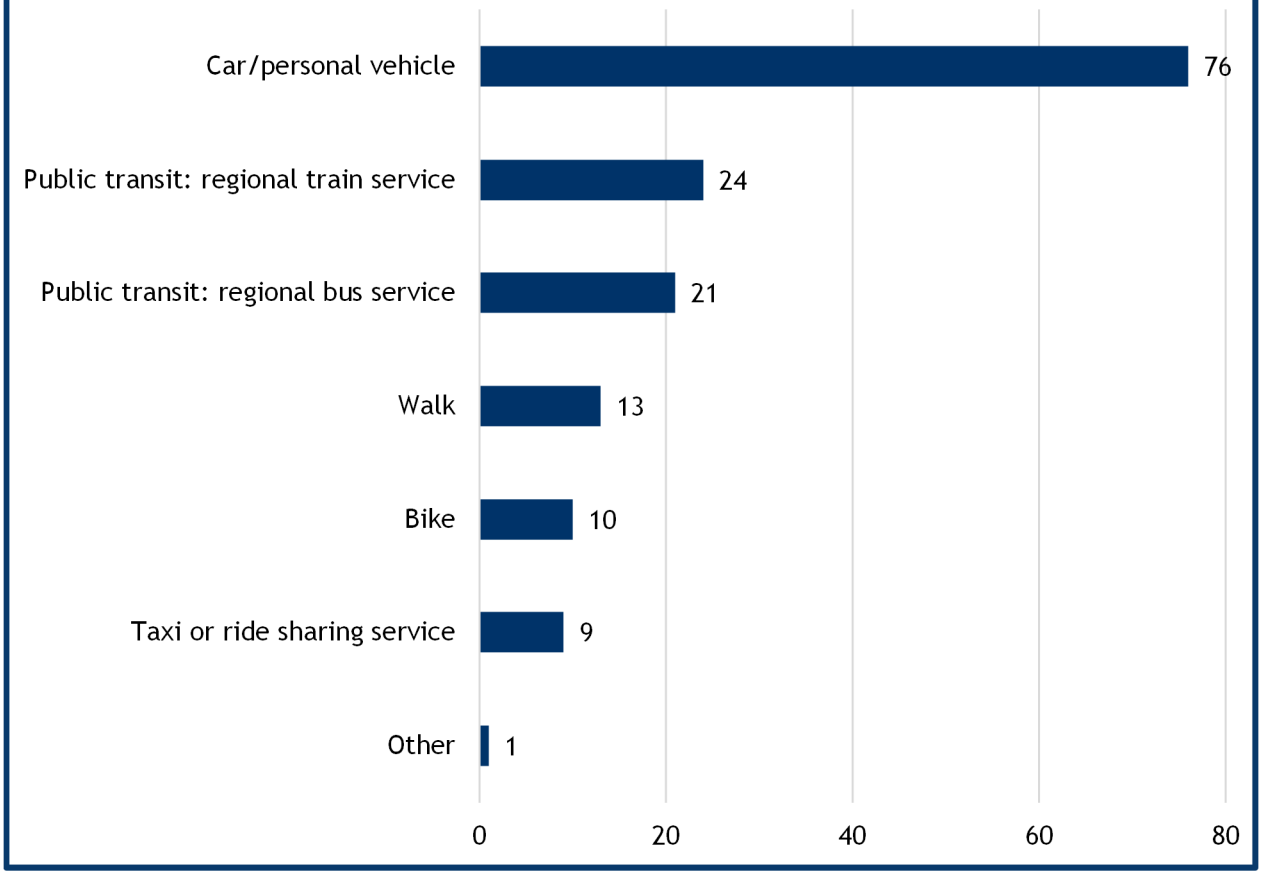


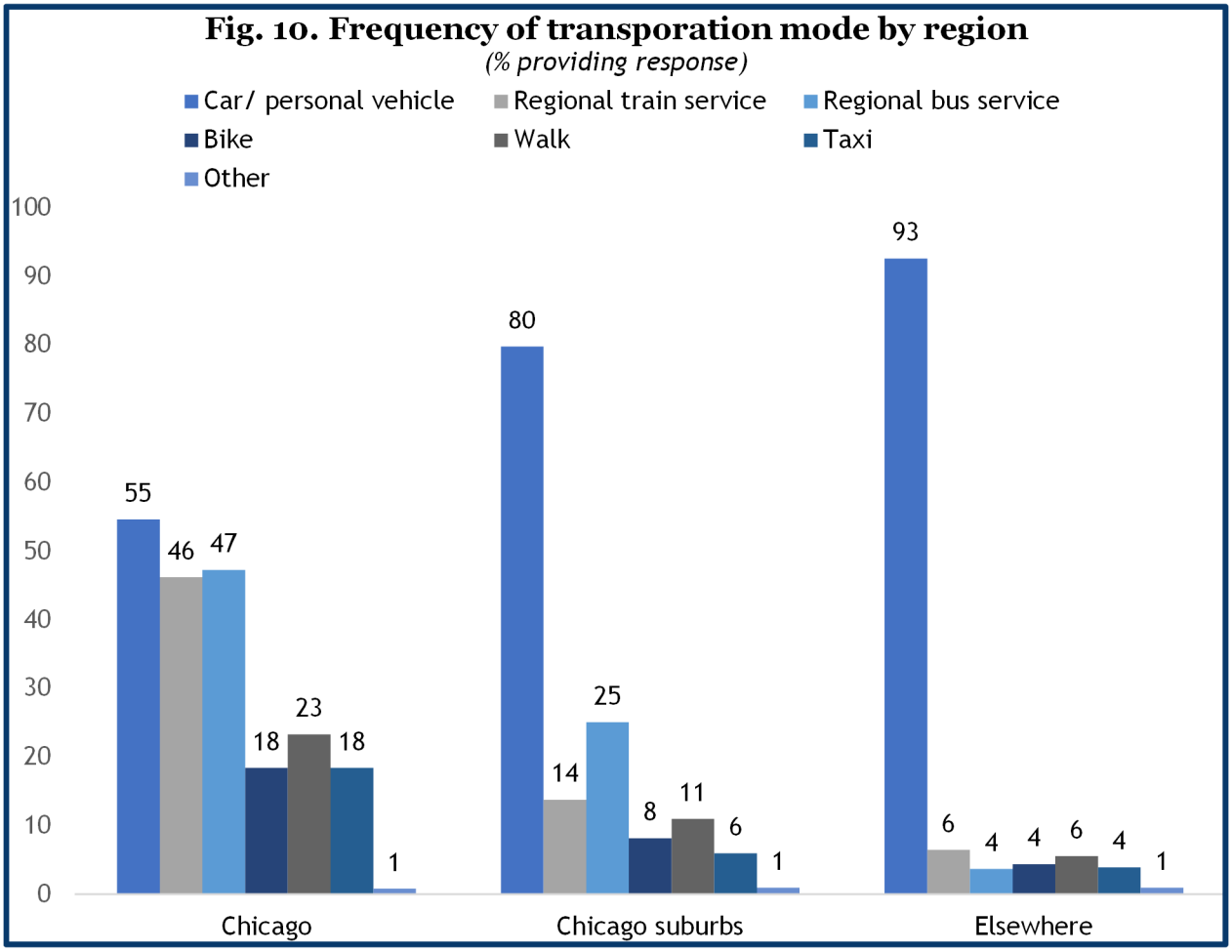
Section IV. Commuting

To assess commuting behaviors of Illinois travelers, this section focuses on understanding 1) how travelers commute, 2) how long and how often they commute and 3) how COVID-19 may have impacted their commute. Six in ten respondents indicated they commuted to work in a typical year, not counting changes due to COVID-19. This holds steady from the 2019 results of 59% but is still down by quite a bit from 2018 results of 69%. Of those who indicated they commute to work, the most common mode of transportation was "car/personal vehicle" (76%), which is relatively consistent with the results in 2019 (79%). Other comparisons to 2019 include regional bus service (+4), regional train service (+2), walking (+4), biking (+1), and taxis or riding shares (+3).

Fig. 9. Commute via mode of transportation

(% providing response)





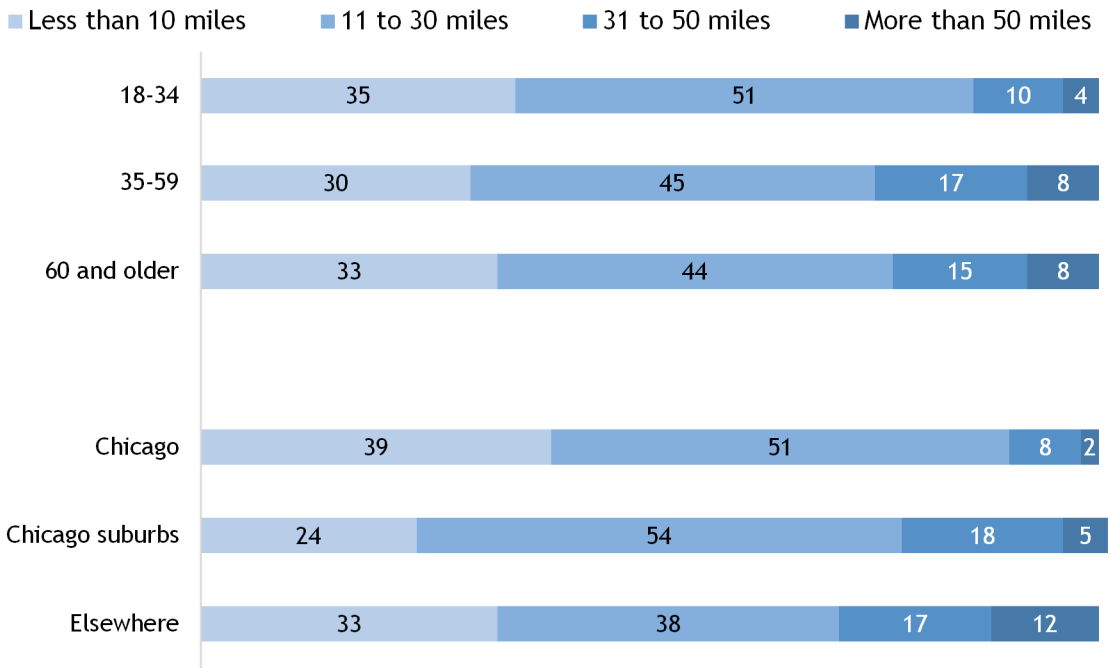
To assess how often Illinois travelers commute and how long that commute is, respondents were also asked a new question, "how many days a week do you commute to work?" The most common response was five days per week (63%). Respondents were also asked how predictable their commute times were, and the majority indicated they were "very predictable" or "somewhat predictable" (91%). Only 2% of respondents indicated their commute times were "very unpredictable," which is unchanged from the 2019 results. This analysis indicates the majority of Illinois travelers commute five days per week and have a relatively good idea of how long their commute will take each day.

Respondents were also asked to estimate just how many miles their commute was roundtrip each day, and about how long it took them to travel that distance. About six in 10 respondents indicated they commuted less than 20 miles roundtrip each day (63%) for work. Analysis by age and region show interesting differences in commute distances. Respondents ages 18-34 were most likely to report commuting less than 10 miles (35%) and least likely to report commuting more than 50 miles (4%), indicating shorter commutes on average for the youngest workers. Additionally, analysis by regions shows that Chicago respondents were most likely to indicate they traveled less than 10 miles roundtrip on their commute (39%) and were the least likely to report

traveling more than 50 miles (2%). Interestingly, respondents in the Chicago suburbs were the least likely to indicate they traveled less than 10 miles in their commute (24%), which is eight percentage points lower than the overall average (32%). They were also the most likely to report traveling 11-30 miles (54%), seven percentage points higher than the average (47%). This indicates respondents from the Chicago suburbs may be traveling more than even some of their downstate counterparts.

Fig. 11. Number of miles to/from work by age and region

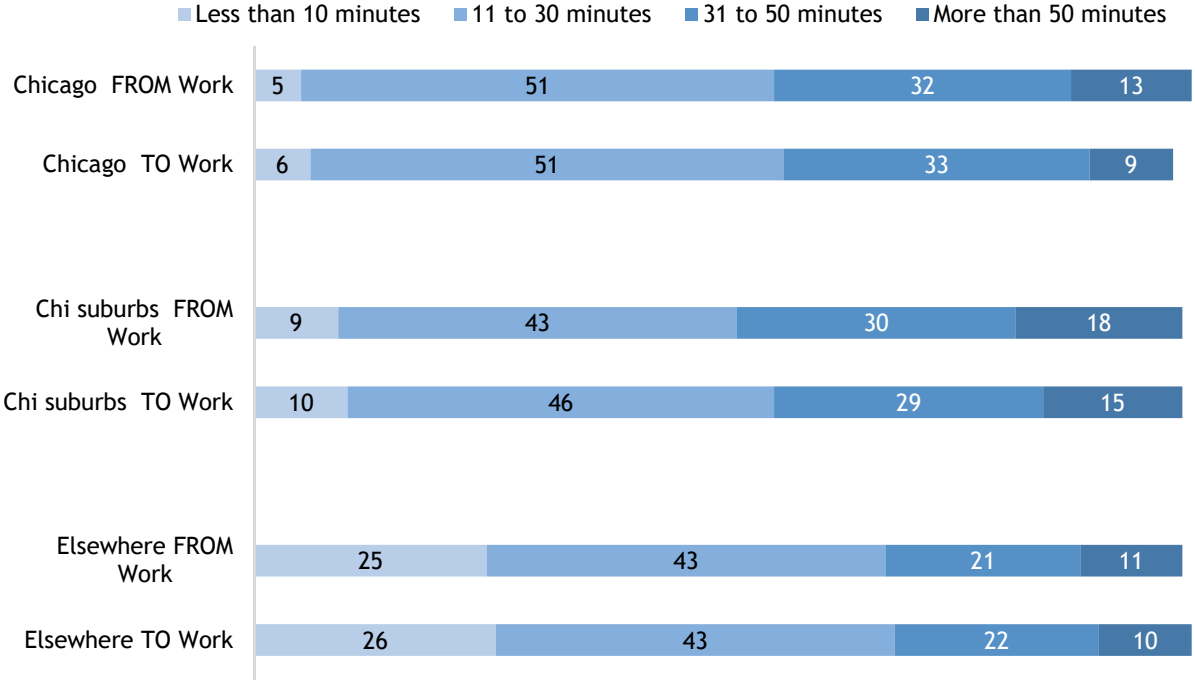
(% estimating the number of miles it takes to get to and from work)



Length of commute in minutes indicate a dramatic difference for Illinois travelers. While the majority of travelers indicated they drove fewer than 20 miles roundtrip each day (63%), only 39% indicated their commute took less than 20 minutes each morning. This difference is even more dramatic when analyzed by region. Although Chicago respondents indicated they had the shortest commute in miles, they did not indicate spending less time in minutes on that commute. As seen in Figure 10, respondent from outside Chicago and its suburbs were most likely to indicate their commute to and from work took less than 10 minutes (25%), while only 5% of Chicago respondents indicated the same. In fact, Chicago respondents were more likely than those from else in the state to indicate their commute took more than 50 minutes. In line with their commute length, Chicago suburb respondents were also the most likely to report their commute took more than 50 minutes each way (18%/15%).

Fig. 12. Comparison of commuting times by region

(% estimating the number of minutes it takes to get to/from work)



Finally, to understand how COVID-19 has impacted Illinois travelers and their work commutes, respondents were asked two new questions in this year's survey. First, they were asked "since the coronavirus (COVID-19) pandemic began, the number of days in a week you commute to work has… increased, decreased, stayed the same." Overwhelming, as expected, respondents indicated the number of days they commute to work has decreased (49%) or stayed the same (43%). Chicago respondents (61%) and suburban respondents (57%) were most likely to indicate their commute days had decreased compared to those from elsewhere in the state (34%). And those from elsewhere in the state were most likely to indicate their commute days had stayed the same (61%) compared to the average (43%). Age also impacted the number of days commuting was impacted by COVID-19, as those 18-34 were much more likely (14%) to indicate their commute days *increased* than those 35-59 (6%) and over 60 (2%). Female respondents were more likely to indicate their commute days increased (10%) than male respondents (6%), as well as those with less than a four-year degree (11%) compared to those with a four-year degree or more (4%). Non-white respondents were also more likely to indicate their commute days increased (13%) compared to white respondents (6%).

Of those respondents who indicated their commute days decreased since COVID-19, overwhelmingly the most common reason was due to "working remotely from home" (69%), followed by a "decrease in work hours" (24%). Analysis by demographic groups highlights that Chicago (36%), 18-34-year-olds (32%), and respondents with less than a four-year college degree (42%) were more likely than the average (24%) to indicate their commute days had decreased due to a decrease in hours. Respondents from

elsewhere in the state (60%), 18 to 34 years old (61%), and those with less than a four-year degree (48%) were *less* likely to indicate their commute days were decreased because of working from home than the average (69%).

Table 5. Why Commute Day Have Decreased by Demographics (percent)				
	Decrease in work hours	Working remotely from home	New job	Other
All Respondents	24	69	6	1
Age				
18-34 years old	32	61	6	1
35-59 years old	21	74	6	0
60+ years old	24	74	1	1
Disability				
No disability	25	70	5	0
Disabled	35	53	1	1
Education				
Less than four-year degree	42	48	9	1
Four-year degree or more	10	86	3	1
Gender				
Male	22	72	6	0
Female	26	66	6	2
Race				
Non-white	33	58	9	0
White	40	57	2	1
Region				
Chicago	36	60	3	1
Chicago Suburb	14	79	6	1
Elsewhere	22	71	6	1

Section V. Traveler services

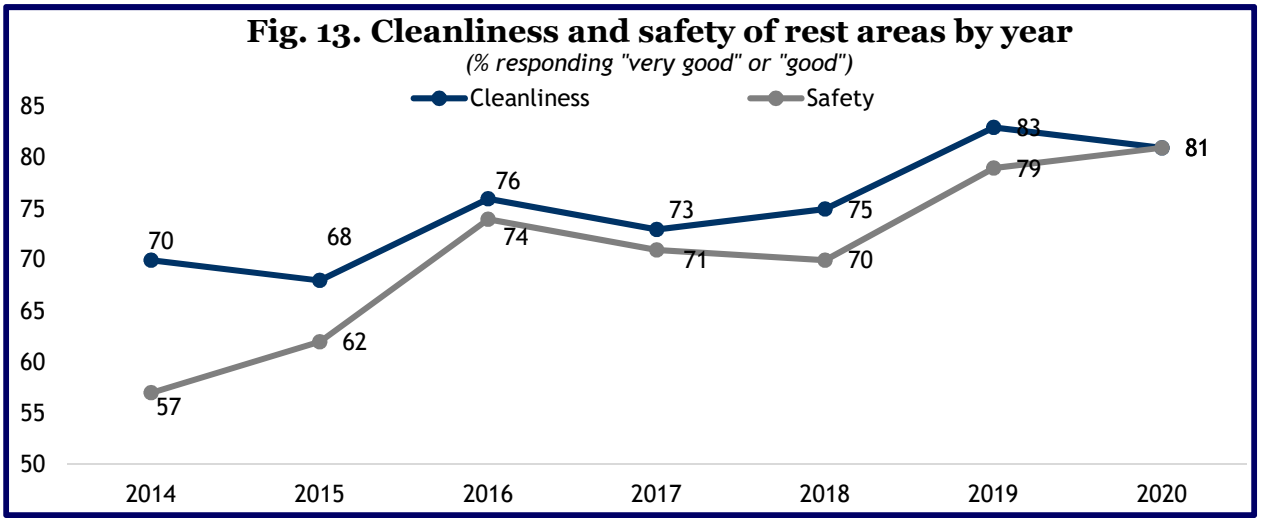
In the traveler services section of the survey, the aim is to further understand the ways in which Illinois travelers utilize public rest areas and the IDOT website. For this, respondents are asked about the frequency of use and quality of service the rest areas provide. They are then asked the quality and ease of use of the IDOT website. In addition, this year's survey included two questions to assess the impact of the COVID-19 pandemic on these areas.

Rest Area Quality and Frequency of Use

Compared to previous years, the 2020 results show a large increase in the importance of rest areas for Illinois travelers. Specifically, the results held steady at 72% in 2018 and 2019, but they increased by nine percentage points in 2020 to 81%. While the importance of rest areas increased dramatically year over year, respondents indicated a smaller increase in their frequency of use. In 2019, 46% of respondents indicated they used rest areas in Illinois "somewhat often" or "very often", and in 2020 51% of respondents indicated the same. These two items together indicate not only a growing importance of public rest areas, but also a growing use.

In addition to importance and frequency of use, respondents were asked to rate the cleanliness and safety of the rest areas they had visited in Illinois. Figure 11 below shows the upward trajectory of the results since their lowest point in 2014. In 2020, 81% of respondents indicated the safety and cleanliness of the rest areas were "very good" or "good." This is similar to the 2019 results, which were up sharply from 2018. This indicates the jump in 2019 is due not to year-over-year fluctuations but sustains at similarly high levels into 2020.

Finally, in this section, respondents were asked about the availability of IDOT road maps. Eighty percent of respondents indicated their availability was "very good" or "good," which is similar to the results in 2019 (82%), which was also up dramatically from 2018 (55%). When analyzed by demographic, the only noticeable difference reported was by those respondents who identified as disabled. For them, only 71% indicated the availability of IDOT maps were "very good" or "good", a full nine percentage points lower than the average. While the number of disabled respondents in the 2020 sample was small, it indicates potential need to evaluate where the free IDOT maps are located and their accessibility for all Illinois travelers.



To assess the impact of COVID-19 on frequency of use of public rest areas, respondents were asked two new questions on the survey in 2020. As predicted, the majority of respondents indicated their use of rest areas had decreased (47%) or stayed the same (48%). Of those who indicated their use had decreased, a follow up question was asked to understand why. Slightly over half of respondents (51%) indicated their use of rest areas had decreased because of "less travel", which was followed by "not feeling safe due to concern of possible exposure to COVID" (33%). Open-ended responses included in the "other" response include the fact that the rest areas were closed and the governor's stay at home order. A summary of responses is found in Appendix B.

IDOT Website Use and Accessibility

Table 6. Percent who have visited IDOT's websites by demographic groups	
All respondents	50
Age	
18-34	40
35-59	55
60+	55
Education	
Less than 4 years	44
4-year degree or more	61
Gender	
Male	55
Female	45
Race	
White	58
Non-white	36
Residence	
Chicago	42
Chicago suburbs	47
Elsewhere	58

Respondents were asked if they had ever visited the IDOT website, what type of information they were searching for and if they were able to find that information. Half of all respondents indicated that they had visited the IDOT traveler information website, which is down just slightly from the two previous years (53%). Table 6 highlights the demographic differences in those who visited the website. Notably, younger respondents age 18-34 were much less likely to have visited the site (40%), as well as those who had less than a four-year degree (44%), those who identified as non-white (36%), and those in Chicago (42%).

Further information was asked of respondents who indicated they had visited the websites, but the survey also included a question for those respondents who indicated they did not visit the IDOT website. The open-ended question asked why they had not visited. The responses included reasons such as they have not heard of or are not familiar with the website's existence, they have no need for it or are not traveling

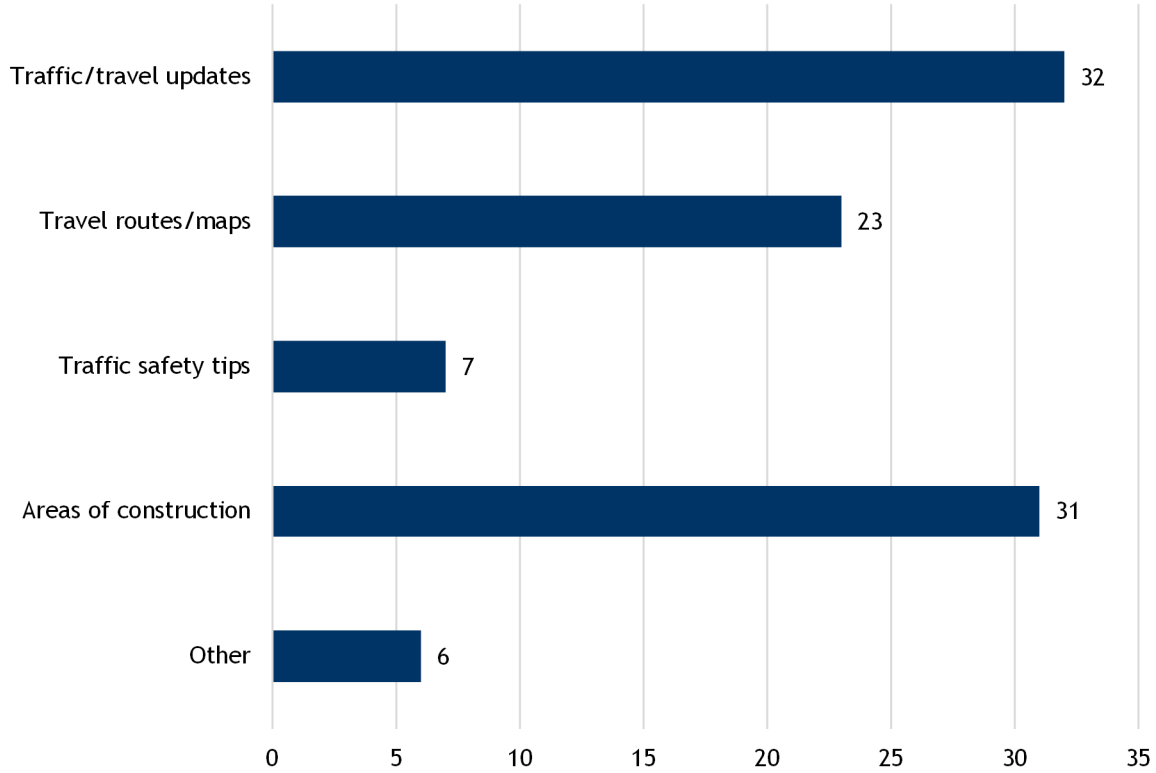
currently, they would rather use Google maps or other apps on their phones, or they rely on social media and local news to report out the IDOT information they need. A summary of responses is found in Appendix B.

For those respondents who indicated they had visited the IDOT website, a follow-up question asked "which of the following information have you accessed on IDOT's websites?". The most common responses can be seen in Figure 14 below and included "traffic/travel updates" (32%), "areas of construction" (31%) and "travel routes/maps" (23%). Open-ended responses for "other" included bicycle lanes, Amtrak, ADT, driver's license information, grant availability and application information, IPASS, and ice/snow conditions. A summary of responses is found in Appendix B.

Additionally, respondents were asked an open-ended question of what they were looking for on the website. Some responses include construction updates, crash/traffic back-ups, current and future projects, grant and funding information, and road closures and conditions. A summary of responses is found in Appendix B. If respondents indicated they had visited the IDOT website, they were also asked if they were able to find the information they were looking for. Just over nine in 10 respondents (92%) indicated that they were in fact able to locate the information they were seeking on the site. This is almost identical to the 2019 results, in which 93% of respondents indicated they could locate the information they needed.

Fig. 14. Purpose of IDOT website visit

(% providing response)

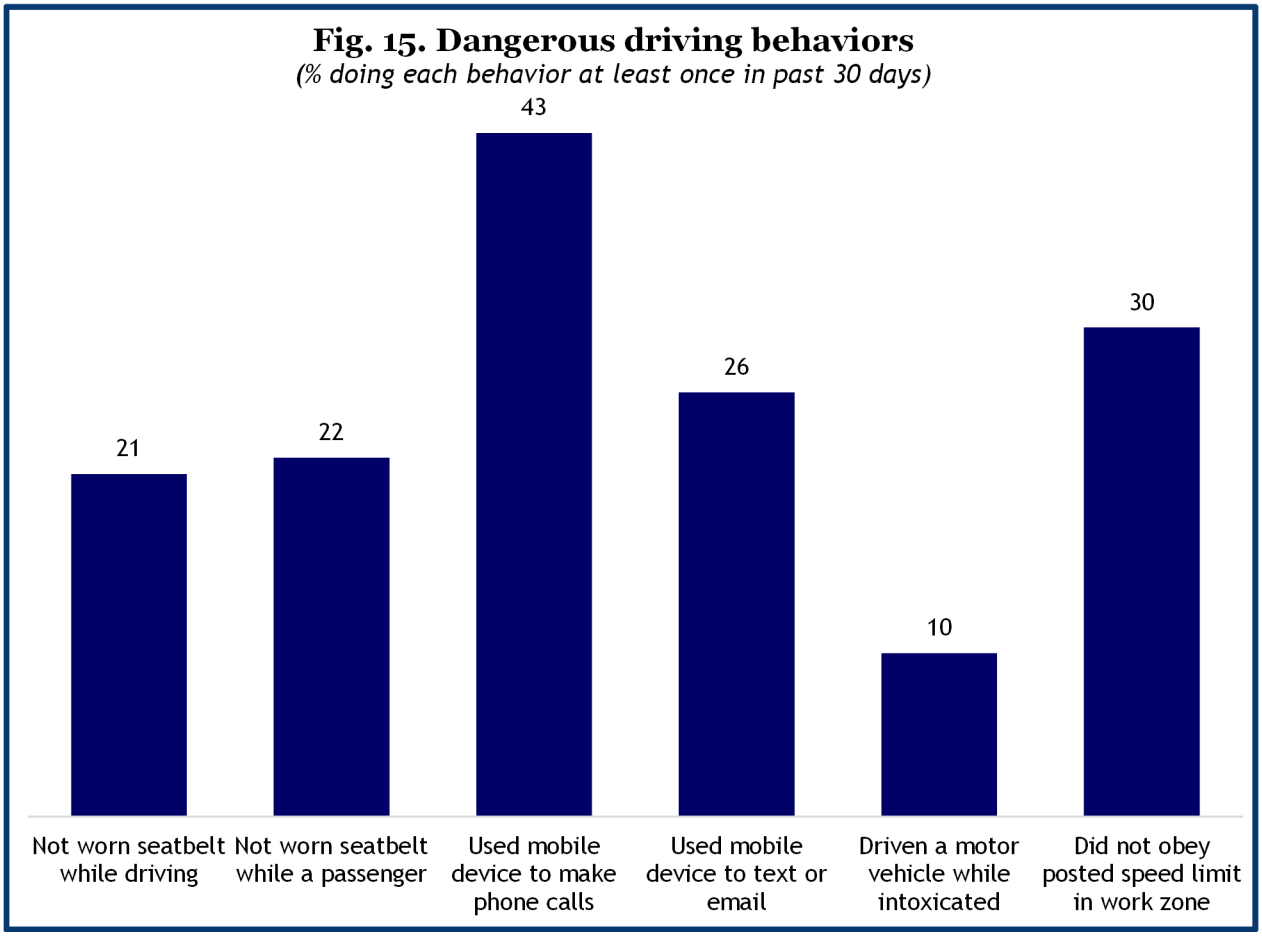


Section VI. Dangerous Driving Behavior

This section covers a wide-ranging set of questions and is the largest section of the report. Within it you will find topics such as self-reported dangerous driving behaviors, mobile device behavior, the perception of risk associated with dangerous driving behaviors, passenger intervention behaviors, the driving behavior of other drivers, and the likelihood of being stopped by the police.

Self-Reported Dangerous Driving Behaviors

Respondents were asked to identify "how often, if at all, you have done any of the following behaviors in the past 30 days …". It is important to remember that for these types of questions, it's possible there is a social desirability effect, which leads to some respondents under reporting their dangerous behaviors. As is typical for these questions, none has a majority of survey respondents reporting engaging in them at least one time. Figure 15 below visualizes the behaviors of respondents and highlights that the most common self-reported dangerous driving behavior is using a mobile device to make phone calls (42%), followed by not obeying speed limits in work zones (30%) and using a mobile device to text or email (26%). The most common responses in 2019 were also using a mobile device to make phone calls (43%), not obeying speed limits in work zones (36%) and using a mobile device to text or email (29%).



Demographic analysis on the self-reported behaviors show marked differences. For example, younger drivers age 18-34 report engaging in dangerous driving behaviors far more often than any other age group. Across all six dangerous driving behaviors, 18 to 34-year-old respondents are about 10 percentage points higher than the average. Region of residence also showed large differences as Chicago respondents were also much higher than the average in every behavior except using a mobile device to make calls. Analysis by race found that respondents who identify as non-white reported engaging in all behaviors much more often than the average except using a device to make calls and send texts or emails. They were also far *less* likely to report driving while intoxicated. Those with less than a four-year degree also reported engaging in dangerous driving behaviors more often than the average in many categories including not wearing a seatbelt and driving while intoxicated. Analysis by gender did not reveal major differences except for that female respondents were less likely to report using a mobile device to make calls, but more likely to report using it to send texts or emails.

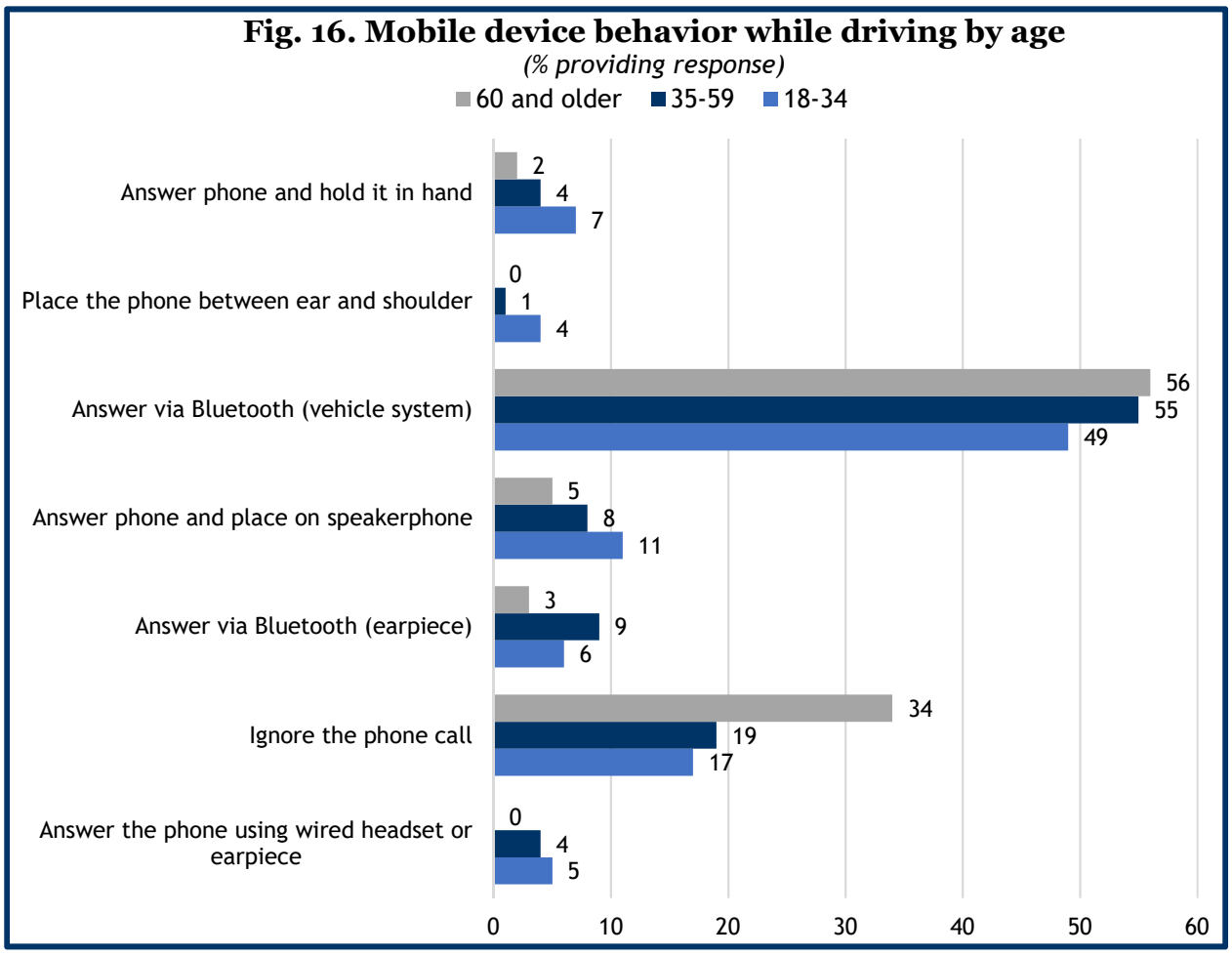
Table 7. Percent of people who report having done _____ at least once in the past 30 days						
	Not worn a seatbelt while driving	Not worn a seatbelt while riding in a car	Used a mobile device to make calls	Used a mobile device to text or email	Driven while intoxicated	Not obeyed posted speed limit in work zone
All respondents	21	22	42	26	10	30
Age						
18-34	33	38	51	40	19	38
35-59	20	18	45	26	9	27
60+	10	10	30	11	3	26
Education						
Less than four years	27	28	40	26	14	28
Four years or more	10	12	46	27	5	34
Gender						
Male	20	20	45	24	9	32
Female	23	24	40	28	12	29
Race						
White	15	16	43	32	19	31
Non-white	32	34	42	23	6	29
Residence						
Chicago	32	33	41	29	19	30
Chicago Suburbs	18	17	43	27	9	36
Elsewhere	17	19	43	23	5	26

MOBILE DEVICE BEHAVIOR

First, respondents were asked if they drove (81%) and if they utilized several different devices while operating their vehicle. The most commonly used devices were their vehicle's Bluetooth (73%), followed by their vehicle's navigation system (40%), a mobile device (38%) and lastly, a TomTom or Garmin (24%). Compared to 2019, respondents indicate utilizing their mobile devices (46%), and TomTom/Garmin devices (27%) less often while driving and utilizing their vehicle's Bluetooth more often (69%).

Respondents were then asked, "which of the following do you usually do when you receive a phone call while driving?" The most common responses included "answer via Bluetooth (vehicle system)" (54%) and "ignore the phone call" (23%). While the percent of respondents who indicate they answered with the vehicle's Bluetooth (49%), the number who indicated they ignored the call was down by about a similar amount (29%). This may indicate that as Bluetooth technology is more accessible to drivers, they are more often answering phone calls while driving. All other options for

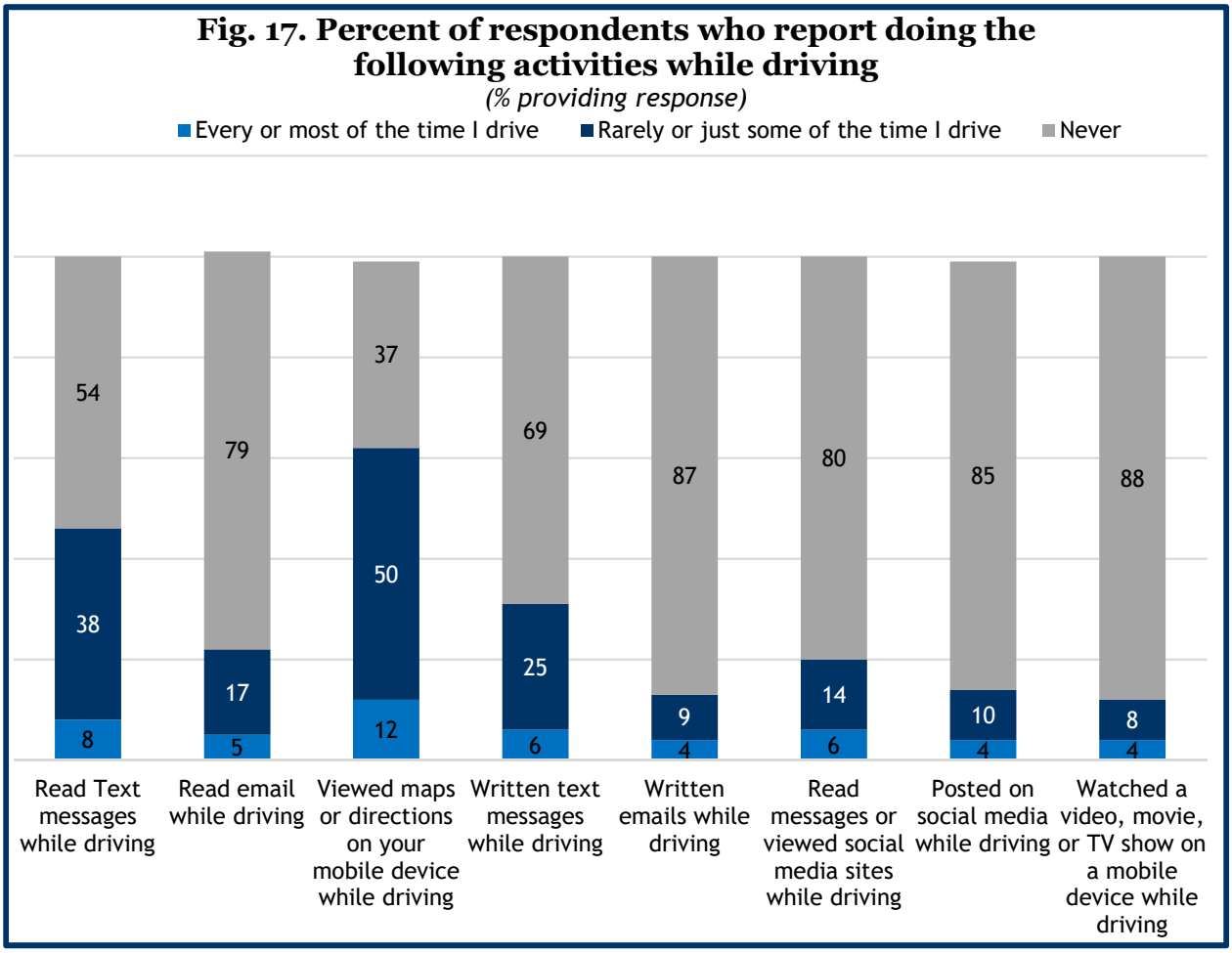
handling the phone call remained unchanged from the previous year's results. Differences, however, are evident when broken down by age. For example, drivers over 60 were far more likely to indicate that they ignored the call while driving (34%) as opposed to the youngest drivers aged 18-34 (17%). Also, while the number of respondents who indicated they place the phone between their ear and shoulder (2%) and answer the phone via a wired headset (3%) are extremely low, absolutely zero respondents over the age of 60 indicated they utilized either of these options.



The final set of questions related to mobile device behavior include asking how often respondents have engage in reading text messages, reading emails, viewing maps or directions, writing text messages, writing emails, reading messages or viewing information on social media (e.g., Facebook, Twitter, Snapchat), posting a message or information on social media , and watching a video, movie, or network show on a mobile device while driving in the past 30 days. The most commonly reported behaviors while driving included viewing maps or directions (62%), reading text messages (46%) and writing text messages (31%). The least commonly reported behaviors while driving included watching videos/movies (12%), writing emails (13%) and posting on social media (14%). Figure 17 below has a complete breakdown by behavior and often respondents reported engaging in the behavior.

Fig. 17. Percent of respondents who report doing the following activities while driving

(% providing response)



Once again, demographic breakdowns show significant differences based on race, age and region of residence. Respondents who identified as non-white, age 18-34 and residing within Chicago were all much more likely to report engaging in the mobile device behaviors while driving than the average. Of particular note is the difference between those age 18-34 and the average in viewing maps (+12%), reading text messages (+10%), posting on social media (+8%), reading social media (+9%) and writing text messages (+9%). In terms of region, it is clear the difference between respondents in Chicago and the average response for viewing maps (+9%), posting on social media (+8%), reading social media (+7%), reading text messages (+7%) and watching videos (+7%). Additionally, notable differences between respondents who identified as non-white and the average include viewing maps (+7%), viewing social media posts (+7%), and watching videos (+7%). Additional demographic breakdowns for each behavior can be found in Table 8 below.

Table 8. Percent who have done the following "every" or "most of the time" while driving								
	Read text message	Read email	Viewed maps or directions on mobile device	Write text message	Write email	Read message/ viewed info on social media	Post message or info on social media	Watched video, movie, or network shows on mobile device
All respondents	8	5	12	6	4	6	4	4
Age								
18-34 years old	18	9	24	15	8	15	12	9
35-59 years old	7	3	11	4	3	4	3	4
60 years old+	2	1	4	1	1	1	1	1
Education								
Less than four years	10	5	12	8	5	8	7	6
Four years or more	6	2	13	3	2	2	1	2
Gender								
Male	8	3	12	6	4	4	4	3
Female	9	4	12	7	4	8	6	6
Race								
White	6	2	10	4	2	3	2	2
Non-white	14	8	19	11	8	13	10	11
Residence								
Chicago	15	8	21	12	9	13	12	11
Chicago suburbs	7	4	14	6	4	5	4	5
Elsewhere	6	1	7	3	1	3	2	1

PERCEPTION OF RISK FROM DISTRACTED DRIVING

Two questions were posed to respondents assessing their perception of the risk they have been in by another driver's distracted driving and by their own distracted driving. While almost three-fourths of respondents indicated they felt at risk because of another driver's distracted driving (72%), only one third indicated they felt at risk because of their own distracted driving (35%). Year over year analysis shows that risk from other drivers is lower than its high in 2018 (78%), risk from respondents' own behavior has increased from its low in 2018 (29%). Additional analysis highlights that respondents 18-34 years old (-10%), from Chicago (-7%) and identify as non-white (-6%) report feeling at risk from other driver's distracted driving less than the average, while those who have a four-year degree or more (+6%) or are from elsewhere in the state (+5%) report feeling more at risk than the average. The only large difference related to feeling at risk from the respondent's own distracted driving was for respondents 60 years of age or older (-6%) who said they felt less at risk than the average.

Fig. 18. Perception of Risk

(% providing response who ____)

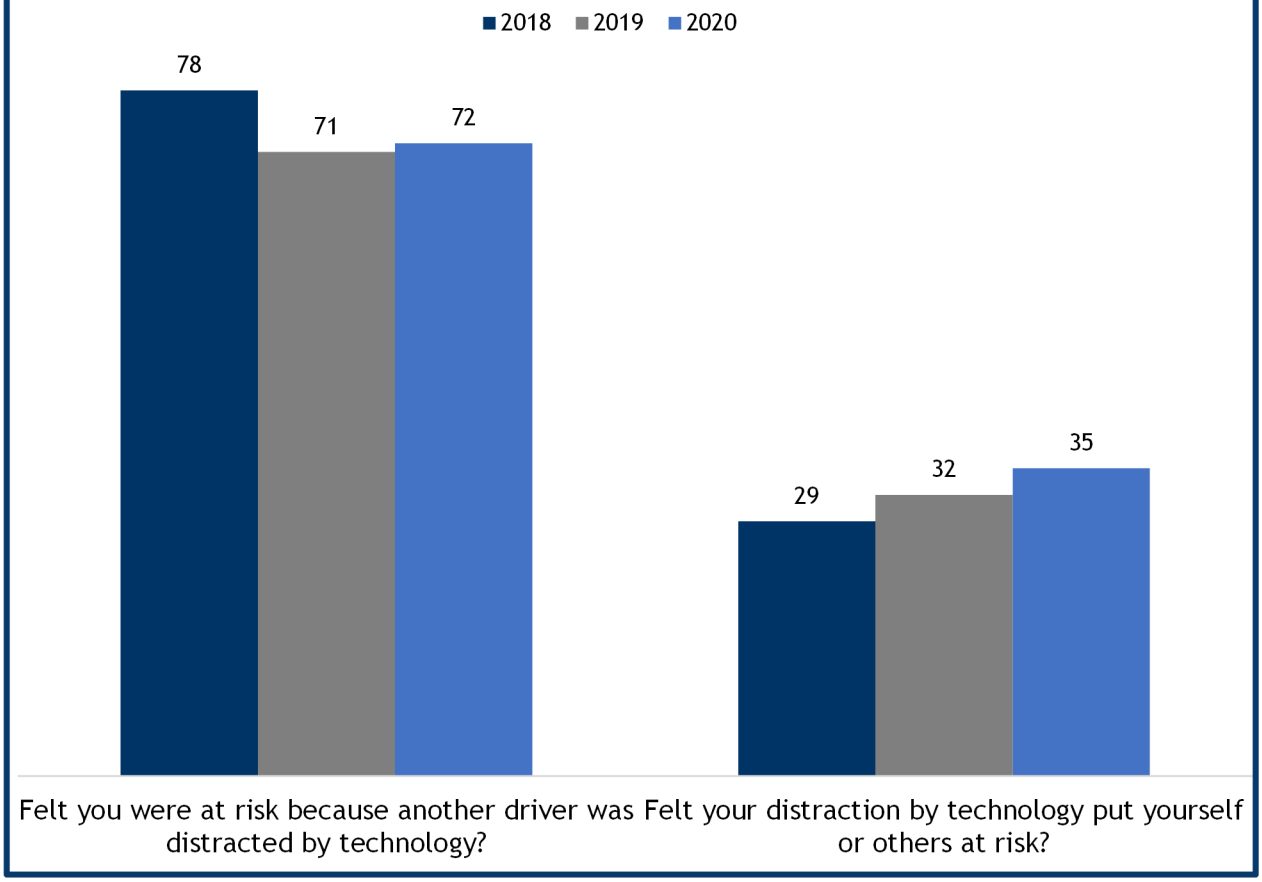


Table 9. Perception of risk (Percent)				
	Felt at risk because another driver was distracted by technology	Felt their distraction by technology put themselves or others at risk	How likely, as a passenger, to speak up if driver is talking on a hand-held cell phone while driving	How likely, as a passenger, to speak up if driver is sending text messages or emails while driving
All respondents	72	35	65	70
Age				
18-34	62	37	54	56
35-59	77	38	66	74
60+	76	29	74	81
Education				
Less than four years	69	33	64	65
Four years or more	78	39	66	80
Gender				
Male	73	35	61	71
Female	71	35	68	70
Race				
White	75	35	65	76
Non-white	66	35	62	60
Residence				
Chicago	65	38	65	64
Chicago Suburbs	72	32	65	70
Elsewhere	77	35	64	74

PASSENGER INTERVENTION

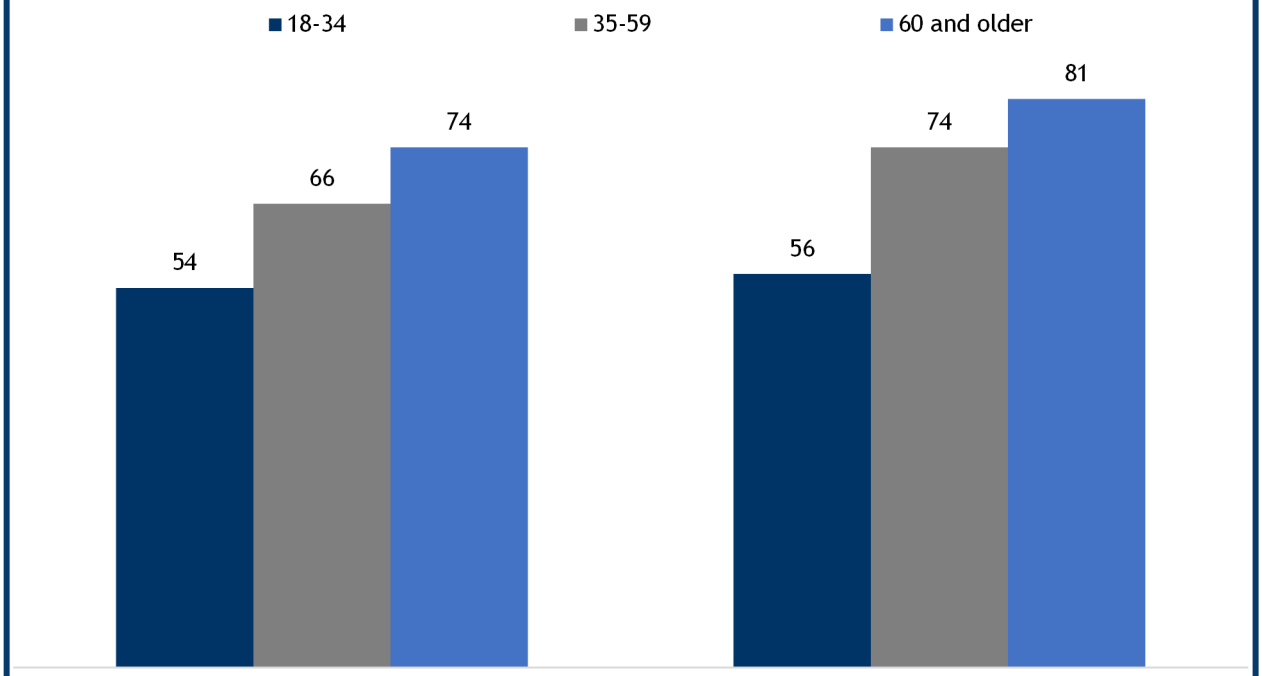
To understand the likelihood of passenger intervention during dangerous driving behavior, respondents were asked two questions relating to being a passenger while the driver talked on their mobile device and sent text messages or emails. Respondents indicated they were slightly more likely to intervene if the driver of the vehicle they were a passenger in was sending texts or emails (70%) over taking a phone call (65%). Both figures are continuing a downward trend in hypothetical passenger intervention during distracted driving.

In 2018, 75% of respondents indicated they were “very likely” or “somewhat likely” to intervene if their driver was talking on their mobile device while driving. This percentage dropped to 68% in 2019 and 65% in 2020. In 2018, 88% of respondents indicated the same if their driver were sending texts or emails, this dropped to 75% in 2019 and 70% in 2020. These consistent drops over the past three iterations of the survey indicate more hesitation on the part of passengers to intervene in dangerous distracted driving behaviors. It may also indicate an increased acceptance of dangerous driving behaviors or technology that may allow for these once dangerous behaviors to be executed in a safer, less distracted manner.

As seen in other analysis of distracted driving behaviors, the likelihood of intervening in dangerous driving behaviors is largely impacted by age. Figure 19 below highlights that respondents age 18-34 are not only the least likely to intervene as passengers, but they are far less likely than the average to intervene if the driver is sending a text or email (-14%). Those 60 and older were far more likely to indicate they would intervene in both cases. Most notably, demographic differences are clear when the

Fig. 19. Likely to say something to a driver about____ by age

(% responding "somewhat likely" or "very likely")



hypothetical driver is sending text messages. In this case, those from elsewhere in the state are much more likely to intervene (+10%) than those from Chicago, those with a four-year degree or more (+15%) are much more likely to intervene than those with less than a four-year degree, and white respondents (+16%) are much more likely to intervene than non-white respondents when a hypothetical driver is sending text messages or email.

Other Driver's Irritating Driving Behaviors

Respondents are asked a series of four questions related to the driving behavior of other drivers and how often they felt irritated by it in the past 30 days. The highest percent of respondents indicating they were irritated at least once in the past 30 days

was for “other drivers not using proper signals” (83%) and “other drivers’ reckless driving” (81%). For all four items, the 2020 results are either steady from 2019 or increasing. The largest increase from 2019 was for “others driving at speeds higher than the posted speed limit” which increased by 11 percentage points in one year. Thirty-eight percent of respondents indicated they were irritated by other drivers not using proper signals “five or more times” in the past 30 days”, while only 31 to 33% of respondents indicated the same for the other three items included in this section. This indicates that not only are a higher proportion of respondents experiencing irritation with a lack of proper signaling, they are also experiencing it with a higher frequency than other irritating behaviors.

Fig. 20. Respondents irritated by…

(% prividing response following these behaviors in the past 30 days)

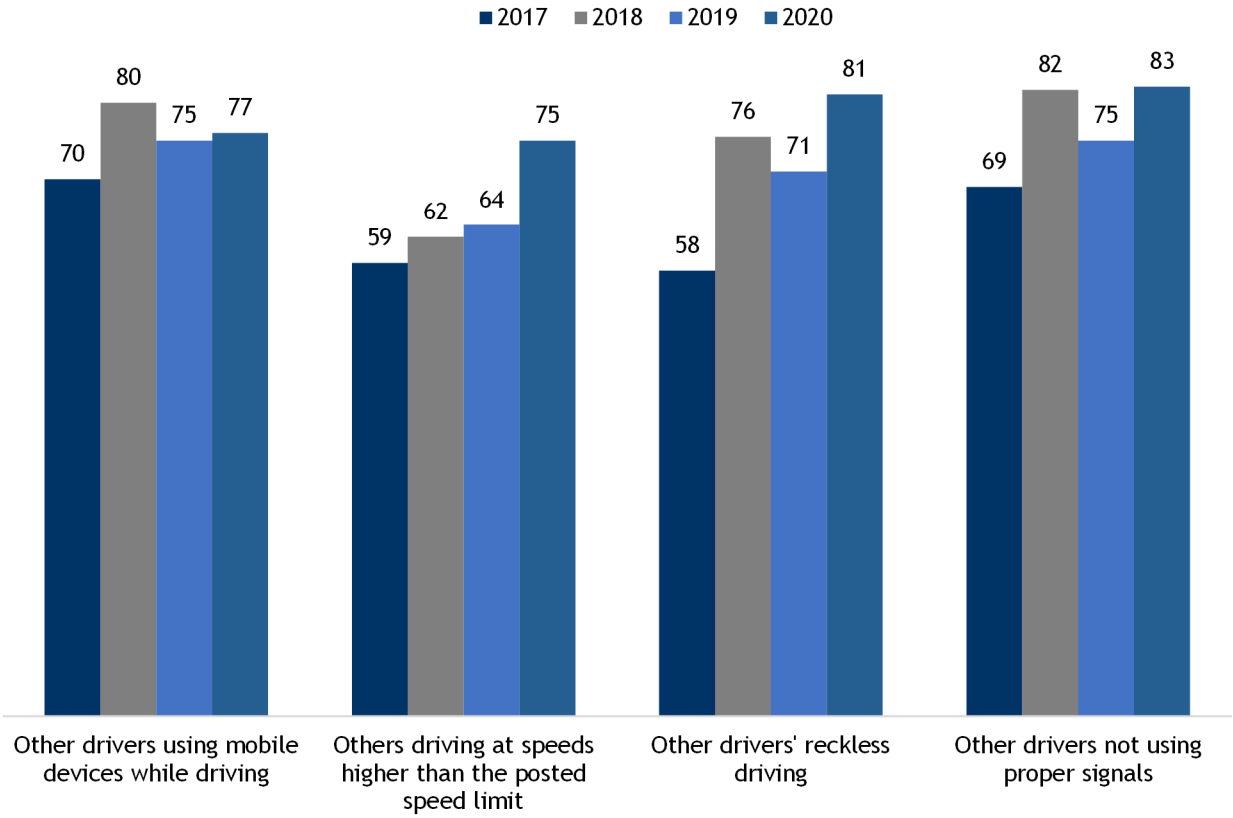


Table 10 below shows the demographic breakdown for each of the four items in this section. Age, region and race show differences in irritation with other drivers’ behaviors. For example, a higher percentage of respondents age 35-59 reported being irritated with all 4 behaviors at least one in the past 30 days, as did respondents from outside Chicago and its suburbs and respondents who identified as white. The most dramatic differences in the percentage of respondents reporting irritation with these

behaviors were specifically for those 35-59 and from elsewhere in the state feeling irritated with other drivers using mobile devices (+5%) and failing to signal (+5%).

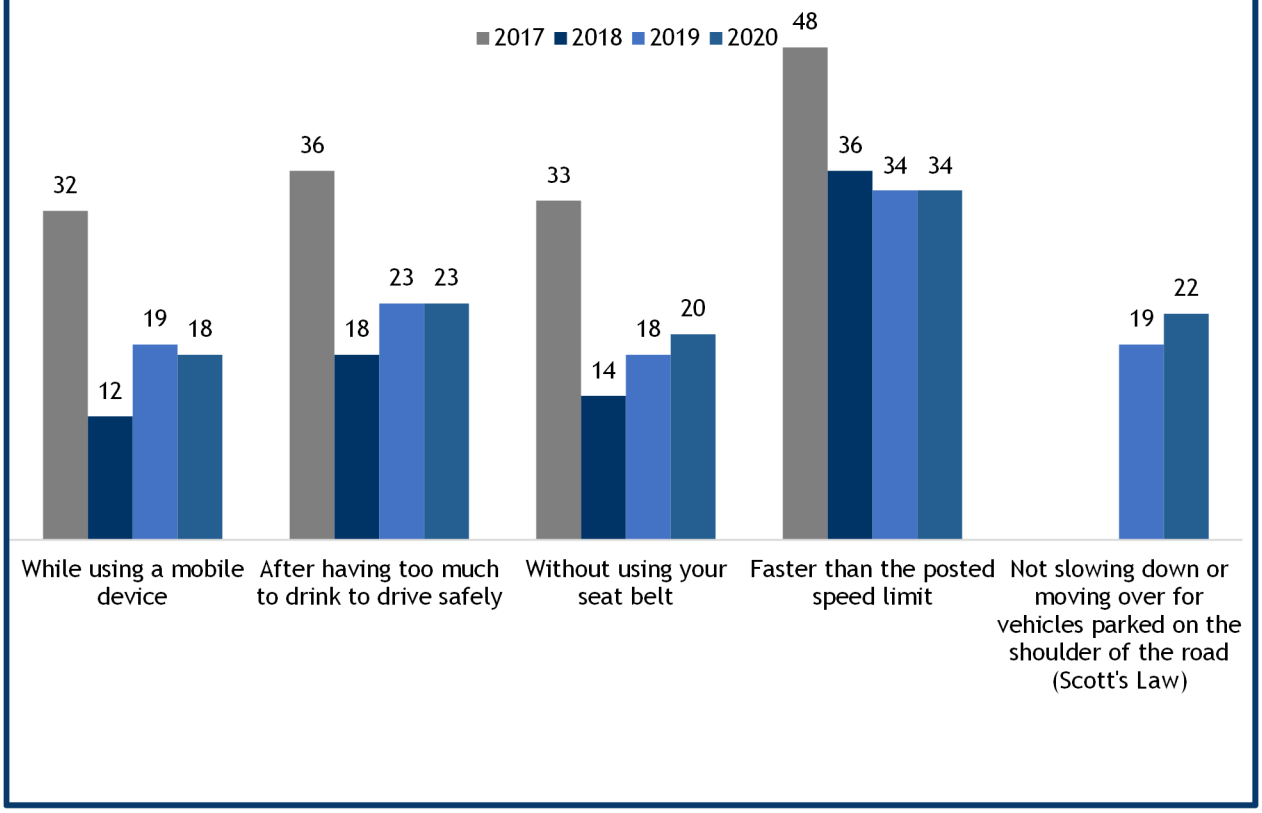
Table 10. Percent of respondents irritated by _____				
	Other drivers using mobile devices while driving	Others driving at speeds higher than the posted speed limit	Other drivers' reckless driving	Other drivers not using proper signals
All respondents	76	75	81	82
Age				
18-34	73	74	77	76
35-59	81	76	85	87
60+	72	74	81	82
Education				
Less than four years	77	75	80	82
Four years or more	75	75	83	83
Gender				
Male	76	72	81	82
Female	76	77	81	82
Race				
White	78	75	84	84
Non-white	73	73	76	78
Residence				
Chicago	71	74	78	76
Chicago Suburbs	75	73	82	82
Elsewhere	81	76	83	87

LIKELIHOOD OF BEING STOPPED BY POLICE FOR DANGEROUS DRIVING BEHAVIORS

To understand how likely respondents feel they are to be stopped by police for various dangerous driving behaviors, the survey asks them how likely they are to be stopped for using a mobile device, after having too much to drink, for not using a safety belt, for driving faster than the speed limit and for not slowing down or changing lanes for vehicles parked on the shoulder. The 2020 results are largely unchanged from the 2019 results, both of which indicate most respondents feel it is "somewhat unlikely" or "very unlikely" they would be stopped by police for any of the mentioned dangerous behaviors. Specifically, 82% of respondents believed it was "somewhat unlikely" or "very unlikely" they would be stopped by police for using a mobile device, 81% said the same for not using a safety belt, 78% said the same for not moving over for a vehicle on the shoulder, 77% said the same for having too much to drink, and 66% said the same for traveling faster than the posted speed limit. A detailed visualization of the responses since 2017 are included in Figure 21 below. Because the question about moving over for parked vehicles on the shoulder was only added in 2019 after it became law (Scott's Law), data going back to 2017 does not exist in the figure.

Fig. 21. Respondents who believe they would be stopped by police…

(% who believe it would be "very likely" or "somewhat likely")



In Table 11 below, further demographic analysis shows that age, race and region once again play an important role in whether respondents believed they would be stopped by police for these dangerous driving behaviors. Respondents age 18-34 were far more likely than any other group to report believing they would be stopped by police, along with non-white respondents and respondents from Chicago. The most dramatic include every category for respondents age 18-34, who were almost 10 percentage points higher than the average in believing they would be stopped by police. It also includes non-white respondents and Chicago respondents who believed they would be stopped by police for using a mobile device (+9%), after having too much to drink (+8%) and for not using a safety belt (+8%) compared to the average.

Table 11. Percent of respondents who feel it is very or somewhat likely they will be stopped by the police for driving _____.					
	While using a mobile device	After having too much to drink to drive safely	Without using your safety belt	Faster than the posted speed limit	Scott's law
All respondents	18	23	20	34	22
Age					
18-34	29	35	29	45	35
35-59	16	22	19	33	20
60+	11	12	9	23	12
Education					
Less than four years	20	25	23	34	25
Four years or more	15	21	13	34	17
Gender					
Male	15	24	18	33	21
Female	21	22	20	35	23
Race					
White	14	19	15	32	16
Non-white	27	31	28	37	33
Residence					
Chicago	26	31	28	35	33
Chicago Suburbs	18	23	18	36	20
Elsewhere	13	17	15	32	16

Section VII. Media Awareness

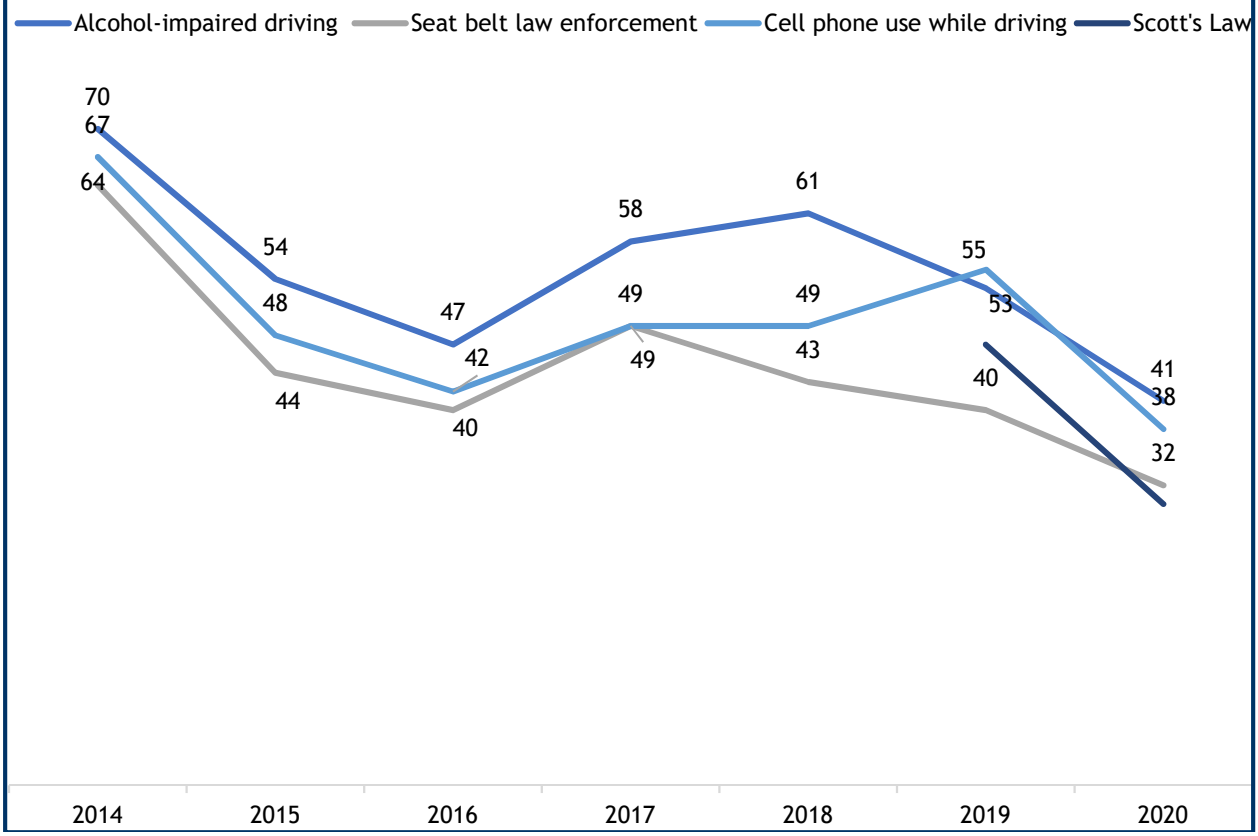
This section aims to cover the awareness respondents have of IDOT media campaigns and awareness they have of IDOT slogans. While the IDOT media campaigns have largely remained unchanged, the IDOT slogans covered each year change depending on what is being pushed by IDOT in that survey year.

Enforcement Campaigns

To understand the awareness that respondents have of IDOT media campaigns they were asked if they had "read, seen or heard anything in the media about … by police." The most commonly read, seen or heard campaign was about alcohol-impaired driving (41%), followed by cell-phone use while driving (38%), seat-belt enforcement (32%) and, the most recent addition in 2019, Scott's Law (30%). The downward trend in awareness of all four campaigns continues in the 2020 results from their most recent highs in 2018. The largest drop in awareness since last year are for the cell-phone use (-17%) and Scott's Law (-17%) campaigns.

Fig. 22. Awareness of enforcement campaigns by year

(% who have "read, seen, or heard anything" about the following)



Demographic data is included in Table 12 below. Awareness of alcohol impaired driving campaigns was much higher for respondents who were over 60 (46%), male (46%), white (45%), and from elsewhere in the state (48%) when compared to their group. Awareness of cellphone use while driving campaign was much higher for respondents age 35-59 (35%), men (35%) and those with less than a four-year degree (35%). For seat belt enforcement campaigns, awareness was highest for those with less than a four-year degree (35%) and from elsewhere in the state (40%). Finally, awareness for the newest campaign—Scott's Law—was highest for respondents who were male (34%), white (33%) and from elsewhere in the state (37%) when compared to their groups.

Table 12. Percent of respondents who have "read, seen, or heard" anything about the following enforcement campaigns

	Alcohol impaired driving	Cell phone use while driving	Seat belt law enforcement	Scott's Law
All respondents	41	32	38	30
Age				
18-34	35	31	37	28
35-59	42	35	39	31
60+	46	29	37	32
Education				
Less than four years	40	35	40	31
Four years or more	42	27	33	30
Gender				
Male	46	35	37	34
Female	36	30	38	27
Race				
White	45	32	37	33
Non-white	34	33	39	26
Residence				
Chicago	36	31	34	26
Chicago Suburbs	36	28	38	25
Elsewhere	48	37	40	37

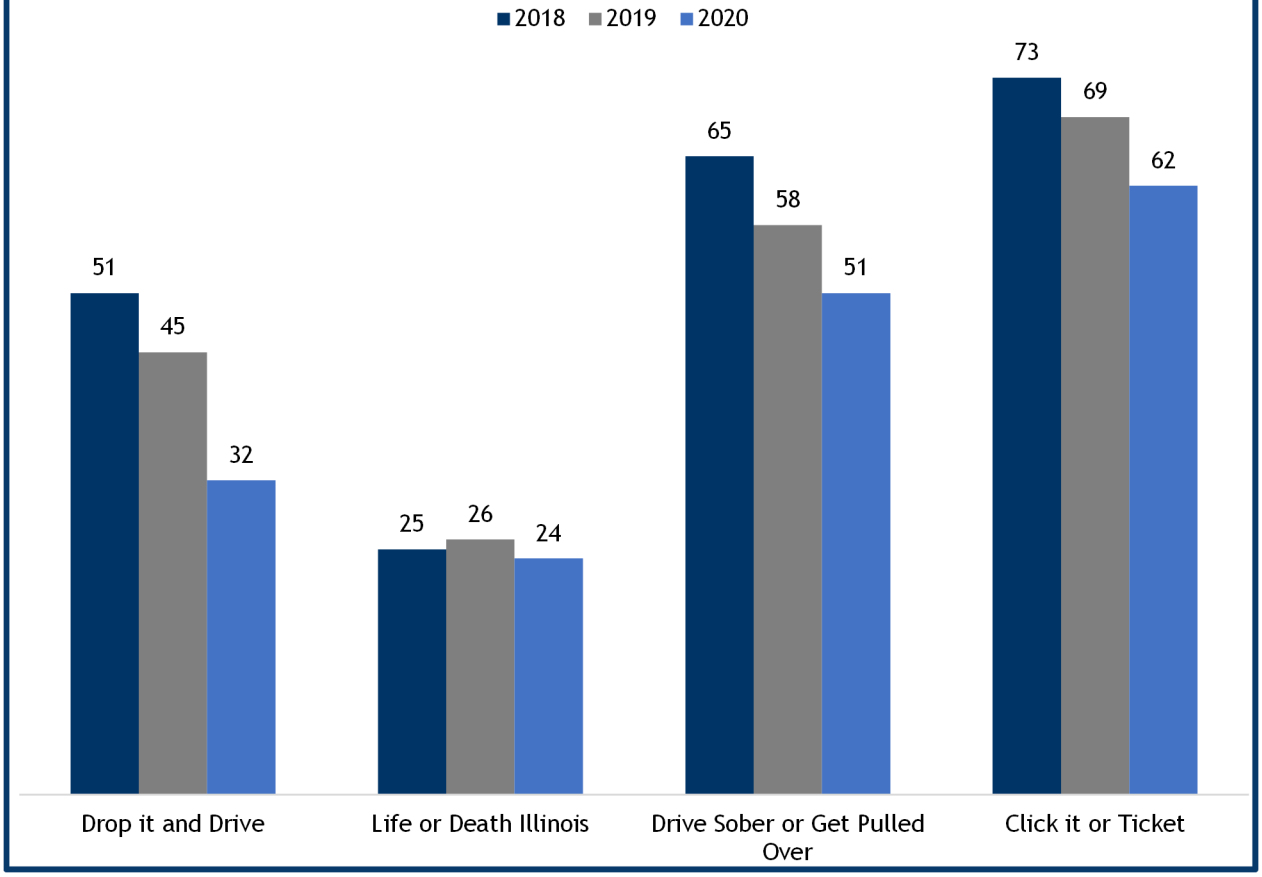
AWARENESS OF SLOGANS

In addition to awareness of campaigns, the survey also asks respondents about their awareness of IDOT slogans over the past 30 days. These include the slogans "Life or Death Illinois", "Driver Sober or Get Pulled Over", "Click it or Ticket", and "Drop it and Drive". While majorities of respondents said they had "read, seen, or heard" about "Drive Sober or Get Pulled Over" (51%) and "Click it or Ticket" (62%), much fewer reported the same for "Life or Death Illinois" (24%) and "Drop it and Drive" (32%). Figure 23 below shows the dramatic decrease in awareness of all slogans going back to 2018. The largest year over year drop was for "Drop it and Drive" which fell

by 13 percentage points since 2019. Even the most recognized slogan “Click it or Ticket” has fallen by over 10 percentage points in two years. The only slogan holding steady in awareness is “Life or Death Illinois”, the least recognized slogan three years in a row.

Fig. 23. Awareness of slogans by year

(% who have read, seen, or head about each of the slogans listed)



In Table 13 below, demographic data shows that respondents 18-34 were much more likely to have “read, seen, or heard” of “Life or Death Illinois” (+10%) while respondents 60 and over were much more likely to recognize “Click it or Ticket” (+13%) than the average. Additionally, there is a dramatic difference in recognition for “Drive Sober Get Pulled Over” between male and female respondents, males being much more likely to recognize it (+13%) and “Drop it and Drive” (+8%). By race, large differences can be seen in recognition for “Life or Death Illinois” and “Click it or Ticket.” Non-white respondents are much more likely to recognize the former (+14%) while white respondents were much more likely to recognize the latter (+10%). Education only played a role in recognition of “Life or Death Illinois” where respondents with less than a four-year degree were more likely to it (+9%) than those with a four-year degree or higher. Finally, region played a large role in recognition for all slogans. Specifically, respondents in Chicago were most likely to recognize “Life or Death Illinois” (+15%), respondents from elsewhere were most likely to recognize “Drive Sober or Get Pulled Over” (+11%), residents from Chicago suburbs were most

likely to recognize “Drop it and Drive” (+5%), and residents from the suburbs and elsewhere tied as most likely to recognize “Click it or Ticket” (+14%).

Table 13. Percent who have read, seen, or heard about any of the following slogans in the past 30 days.

	“Life or Death Illinois”	“Drive Sober or Get Pulled Over”	“Click it or Ticket”	“Drop it and Drive”
All respondents	24	51	62	32
Age				
18-34	34	49	51	31
35-59	25	53	62	35
60+	13	50	75	27
Education				
Less than four years	28	50	61	31
Four years or more	19	51	65	34
Gender				
Male	24	57	64	36
Female	25	44	60	28
Race				
White	20	52	66	33
Non-white	34	49	56	31
Residence				
Chicago	34	43	52	30
Chicago Suburbs	23	53	66	35
Elsewhere	19	54	66	30

Section VIII. Rating IDOT

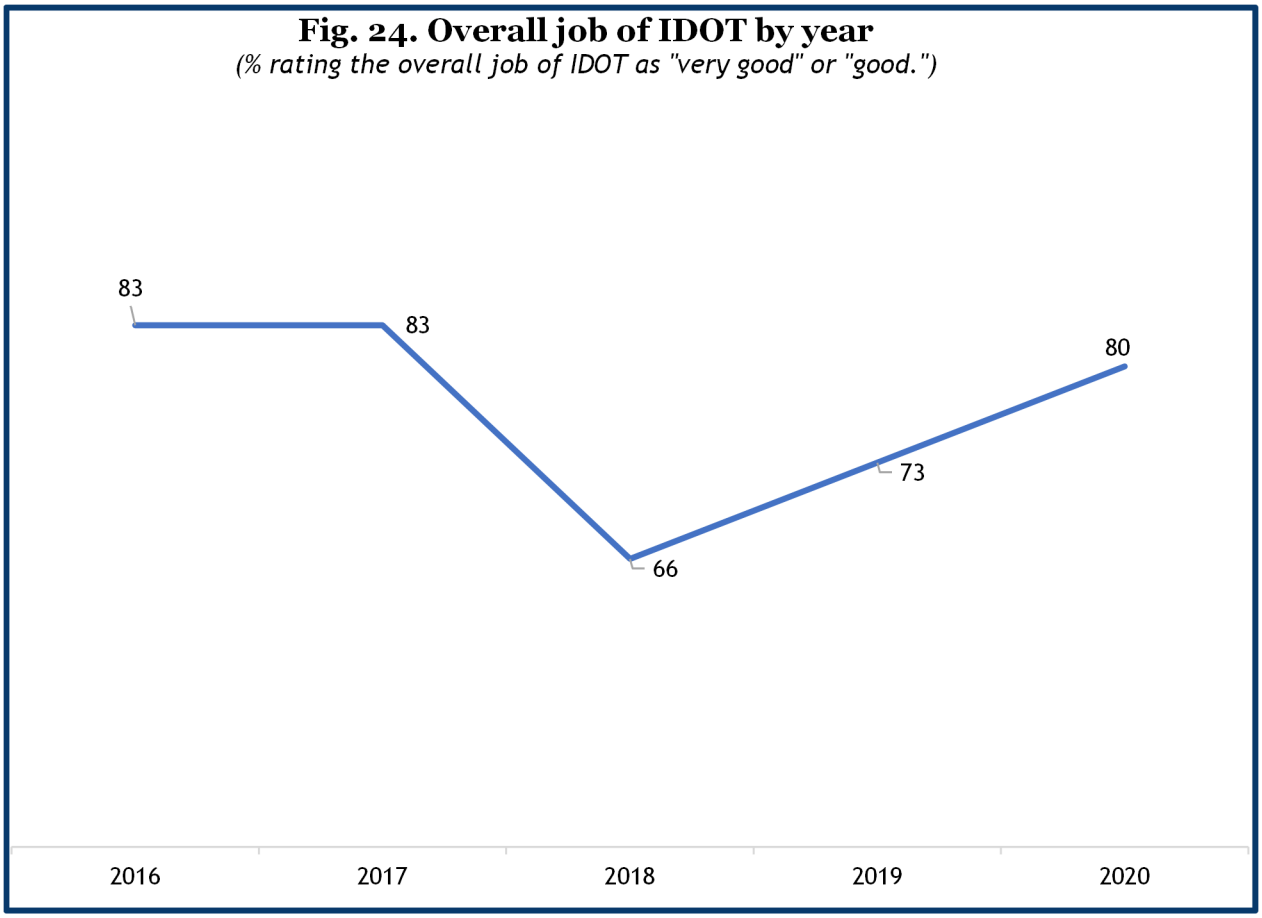
The final section of this report aims to understand how well Illinois travelers think IDOT and its employees perform their services. To gauge this, respondents are asked two questions about the overall job of IDOT and four questions about the employees of IDOT.

Overall IDOT Rating

Respondents were asked "how would you rate the overall job of the Illinois Department of Transpiration is doing?" Figure 24 below shows that 80% of respondents rated the job IDOT was doing as "very good" or "good" which is up seven percentage points since 2019. This makes the second year in a row with a higher rating than the last for this item. Similar to previous years, females (83%), respondents in Chicago (82%) and non-white respondents (85%) were more positive of the overall job of IDOT when compared to their groups.

Fig. 24. Overall job of IDOT by year

(% rating the overall job of IDOT as "very good" or "good.")



Additionally, respondents were asked "how often do you think you can trust IDOT to do what is right regarding transportation issues?" Sixty-eight percent of respondents indicated they could trust IDOT to do the right thing "just about always" or "most of

the time." Similar to the previous year and the previous question, respondents who identified as female (72%), from the suburbs (72%) and non-white (73%) were much more trusting of IDOT when compared to their group.

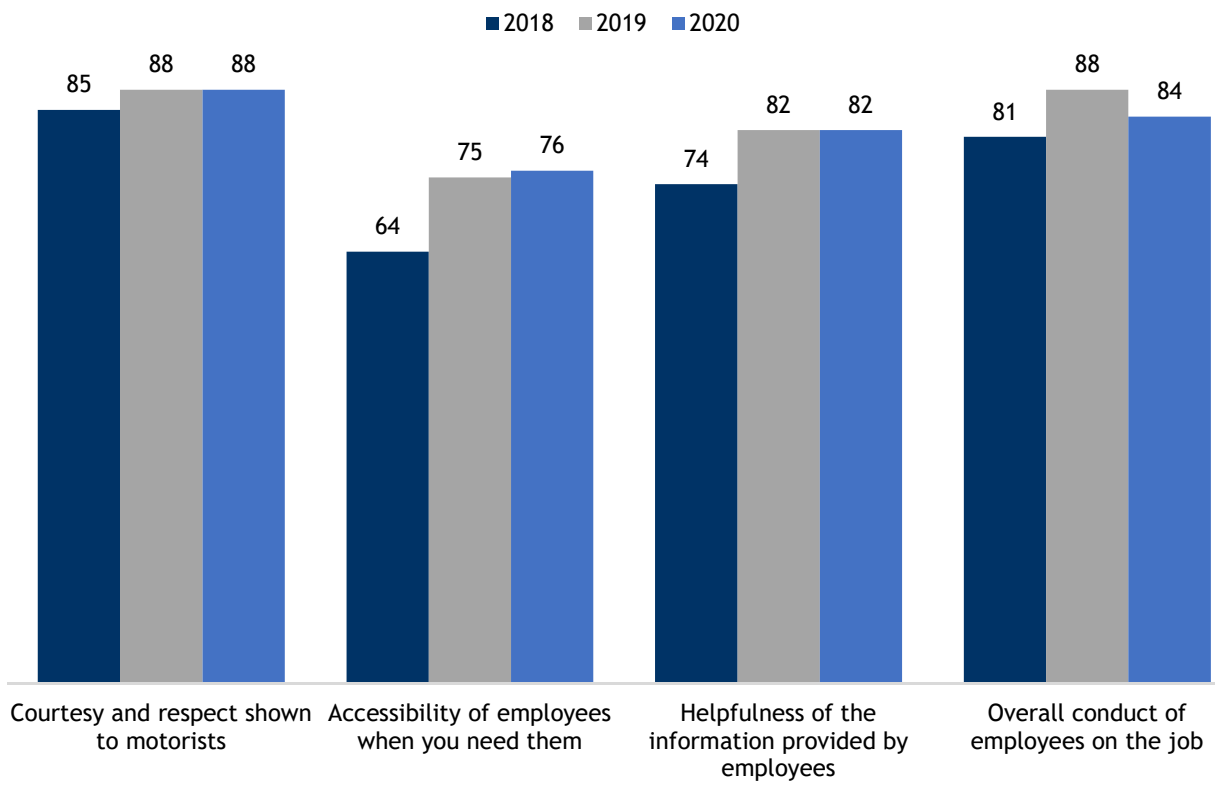
Table 14. Rating IDOT (Percent)		
	Those Who Rate the Overall Job of IDOT as "Good" or "Very Good"	Those Who Trust IDOT to do What is Right Regarding Transportation Issues "Just About Always" or "Most of the Time"
Overall	80	68
Age		
18-34	82	72
35-59	76	66
60+	81	69
Education		
Less than four years	80	69
Four years or more	79	68
Gender		
Male	76	65
Female	83	72
Race		
White	78	68
Non-white	85	73
Residence		
Chicago	82	70
Chicago Suburbs	86	72
Elsewhere	73	64

RATING IDOT EMPLOYEES

Respondents were asked a series of four questions to understand their rating of IDOT employee performance. Figure 25 below shows a breakdown of the four items by year. In all but one, "Overall conduct of employees on the job", the rating remained largely the same. The "overall conduct of employees on the job" fell slightly by four percentage points, but over the past three years, each of the items rated have remained steady. The most positively rated item was "courtesy and respect shown to motorists" (88%) for the second year in a row. This indicates a high level of satisfaction among Illinois travelers with IDOT employee performance.

Fig. 25. Rating of IDOT Employees

(% rating employees as "very good" or "good" on the following characteristics)



Appendix A. Topline report

Numbers represent percentages (N= 2,134). Totals may not equal 100% due to rounding.

Roads and Highways

Please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Cleanliness of roadsides

Very good	14
Good	55
Poor	25
Very poor	6

Timely removal of debris and dead animals from pavement

Very good	14
Good	52
Poor	28
Very poor	6

Landscaping and overall appearance of roadsides and medians

Very good	14
Good	50
Poor	28
Very poor	7

Snow and ice removal

Very good	20
Good	55
Poor	20
Very poor	5

Traffic signs (directional signs, warning signs, and "miles to destination" signs): *consider clarity, visibility, number, and placement*

Very good	25
Good	61
Poor	12
Very poor	2

Electronic message boards to advise drivers of delays or construction areas: *consider clarity, visibility, number, and placement*

Very good	27
Good	58
Poor	12
Very poor	3

Visibility of lane and shoulder (edge) paint stripes on highways

Very good	17
Good	54
Poor	24
Very poor	5

Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic

Very good	14
Good	58
Poor	24
Very poor	5

Roadside lighting and reflectors for visibility after dark and in bad weather

Very good	14
Good	51
Poor	28
Very Poor	7

The Rebuild Illinois Program will invest $33.2 billion in our stat's infrastructure over the next six years to fix and improve the roads in Illinois. Do you believe this amount is…

Too much	17
About right	55
Not enough	28

Prior to this survey, were you aware of the new Rebuild Illinois Program?

Yes	41
No	59

Are you aware of any road construction projects in your area that will be funded through the Rebuild Illinois Program?

Yes	45
No	55

If you were looking for more information on the Rebuild Illinois Program, where would you most likely search for that information (Check all that apply?)

Newspaper	18
Local Television News	23
Websites of Newspapers and Local TV stations	24
Social Media Websites	23
State of Illinois Website	39
Illinois Department of Transportation	54
Other (Please specify)[7]	6

Listed below are several capital improvement projects. Please select *up to three* of the projects that you believe are the most important.

Repair /upgrade aging and deteriorating highways and bridges	80
Construct new highways and bridges	37
Improve mass transit/public transportation systems	48
Americans with Disabilities Act (ADA)/accessibility Improvements	24
Improve freight rail	12
Improve passenger rail and stations	25
Improve or expand bicycle and pedestrian trails	29

Passenger Rail

Do you support or oppose Amtrak passenger services in Illinois?

Support	91
Oppose	9

How often do you use Amtrak passenger rail?

Very often (daily or almost daily)	3
Somewhat often (once or twice a week)	7
Rarely (once a month or less)	43
Never	48

Since the coronavirus (COVID-19) pandemic began, has the frequency of your Amtrak passenger rail use…

Increased	5
Decreased	32
Stayed the same	63

[7] Full responses are found in Appendix B.

Why has your use of Amtrak passenger rail decreased? (Check all that apply)

Loss of employment	9
Working remotely from home	16
Decrease of available recreational opportunities	16
Not feeling safe due to concern of possible civil unrest	11
Not feeling safe due to concern of possible exposure to COVID-19	37
Decrease in the availability of Amtrak	6
Other[8]	6

How would you rate your overall Amtrak experience?

Very good	28
Good	65
Poor	7
Very poor	1

Do you think the number of Amtrak passenger rail routes in Illinois should…?

Increase	44
Stay the same	48
Decrease	8

If you use Amtrak passenger rail rarely or never, why do you not use Amtrak? *(Check all that apply)*

Scheduled times are inconvenient	2
Service delays	2
Train service is not available at my desired locations	23
Cost	7
Safety	3
Cleanliness	2
I prefer to drive	47
Other[9]	14

Mass Transit/ Public Transportation

Do you support or oppose IDOT contributions to the building, maintenance and operation of public transportation systems in Illinois?

Strongly support	45
Somewhat support	43
Somewhat oppose	8
Strongly oppose	4

[8] Full responses are found in Appendix B.

[9] Full responses are found in Appendix B.

How often, if at all, do you use public transportation in Illinois?

Very often (daily or almost daily)	13
Somewhat often (once or twice a week)	18
Rarely (once a month or less)	37
Never	32

Since the coronavirus (COVID-19) pandemic began, the frequency of your public transportation use has…

Increased	5
Decreased	44
Stayed the same	51

Why has your use of public transportation decreased? (Check all that apply)

Loss of employment	10
Working remotely from home	22
Decrease of available recreational activities	16
Not feeling safe due to concern of possible civil unrest	12
Not feeling safe due to concern of possible exposure to COVID-19	35
Decrease in the availability of public transportation	3
Other[10]	3

If you use public transportation at least rarely, how would you rate your experience with public transportation in Illinois overall?

Very good	19
Good	65
Poor	14
Very poor	2

Current levels of public transportation access in Illinois should be…

Significantly expanded	27
Modestly expanded	41
Kept about the same	26
Modestly reduced	4
Significantly reduced	2

[10] Full responses are found in Appendix B.

If you use public transportation rarely or never, what is the primary reason do you not do so?

Scheduled times are inconvenient	2
Service delays	1
Public transportation is not available at my desired location	22
Cost	2
Safety	4
Cleanliness	1
I prefer to drive	59
Other[11]	10

Commuting

In a typical year (not counting any changes due to COVID-19), do you commute to work?

Yes	60
No	40

What mode of transportation do you use to get to work? *Please select all that apply.*

Car/Personal vehicle	76
Public transit: Regional bus service	21
Public transit: Regional train service	24
Bike	10
Walk	13
Taxi or ride sharing service	9
Other[12]	1

Please estimate the number of miles you travel to get to and from work...

Less than 10 miles	32
11 to 20 miles	31
21 to 30 miles	16
31 to 40 miles	9
41 to 50 miles	6
More than 50 miles	7

[11] Full responses are found in Appendix B.

[12] Full responses are found in Appendix B.

Please estimate the number of *minutes* it takes to get *to* work.

Less than 10 minutes	15
11 to 20 minutes	24
21 to 30 minutes	23
31 to 40 minutes	18
41 to 50 minutes	10
More than 50 minutes	11

Please estimate the number of *minutes* it takes to get home *from* work.

Less than 10 minutes	14
11 to 20 minutes	23
21 to 30 minutes	23
31 to 40 minutes	17
41 to 50 minutes	10
More than 50 minutes	14

How predictable is your commute time? (i.e. are you able to estimate how long your commute is on a daily basis?)

Very predictable	45
Somewhat predictable	46
Somewhat unpredictable	8
Very unpredictable	2

How many days a week do you commute to work?

One	3
Two	5
Three	8
Four	9
Five	63
Six	9
Seven	4

Since the coronavirus (COVID-19) pandemic began, the number of days in a week you commute to work has…

Increased	8
Decreased	49
Stayed the same	43

Why has the number of days you commute to work decreased? (Check all that apply)

Decrease in work hours	24
Working remotely from home	69
New job	6
Other[13]	1

Traveler Services

Are rest areas important to you?

Yes	81
No	19

How often, if at all, do you use rest areas in Illinois?

Very often	12
Somewhat often	39
Rarely	37
Never	12

If you visit rest areas at least rarely, please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Cleanliness of rest areas for highway motorists

Very good	24
Good	57
Poor	16
Very poor	3

Safety of rest areas for highway motorists

Very good	21
Good	60
Poor	16
Very poor	2

Availability of free IDOT road maps

Very good	25
Good	55
Poor	17
Very poor	4

[13] Full responses are found in Appendix B.

Since the coronavirus (COVID-19) pandemic began, the frequency you use rest areas in Illinois has…

Increased	5
Decreased	47
Stayed the same	48

Why has your use of rest areas decreased? (Check all the apply)

Less travel	51
Not feeling safe due to concern of possible civil unrest	15
Not feeling safe due to concern of possible exposure to COVID	33
Other[14]	1

Have you ever visited IDOT's website (www.IDOT.illinois.gov) or IDOT's traveler information site (www.gettingaroundillinois.com)

Yes	50
No	50

If yes, were you able to find the information you were looking for?

Yes	92
No	8

What were you looking for on the website?

Full responses are found in Appendix B[15]

Which of the following information have you accessed on IDOT's websites? (Check all that apply)

Traffic/travel updates	32
Travel routes/maps	23
Traffic safety tips	7
Areas of construction	31
Other, please specify[16]:	6

Why have you not used IDOT's websites (considering both www.idot.illinois.gov and www.gettingaroundillinois.com)?

Full responses are found in Appendix B[17]

[15] Full responses are found in Appendix B.
[16] Full responses are found in Appendix B.
[17] Full responses are found in Appendix B.

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days.

Not worn your seatbelt while driving a vehicle

Five or more times	8
Two to four times	7
Once	6
Never	79

Not worn your seatbelt while riding in a vehicle

Five or more times	8
Two to four times	7
Once	7
Never	78

Used a mobile device to make phone calls while driving

Five or more times	14
Two to four times	16
Once	13
Never	58

Used a mobile device to text or email while driving

Five or more times	6
Two to four times	11
Once	9
Never	74

Driven a motor vehicle while impaired due to drinking an alcoholic beverage

Five or more times	3
Two to four times	4
Once	4
Never	90

Did not obey the posted speed limit in a work zone

Five or more times	7
Two to four times	12
Once	11
Never	70

Sometimes drivers become irritated by other drivers' behaviors. Thinking about the past 30 days, please identify the number of times you have become irritated at each of the following behaviors.

Other drivers using mobile devices while driving

Five or more times	30
Two to four times	33
Once	14
Never	24

Others driving at speeds higher than the posted speed limit

Five or more times	33
Two to four times	29
Once	13
Never	25

Other drivers' reckless driving

Five or more times	31
Two to four times	33
Once	17
Never	19

Other drivers not using proper signals

Five or more times	38
Two to four times	31
Once	14
Never	18

How likely is it that you would be stopped by a police officer while driving…

While using a mobile device

Very likely	8
Somewhat likely	10
Somewhat unlikely	17
Very unlikely	65

After having too much to drink to drive safely

Very likely	13
Somewhat likely	10
Somewhat unlikely	8
Very unlikely	69

Without using your safety belt

Very likely	9
Somewhat likely	11
Somewhat unlikely	13
Very unlikely	68

Faster than the posted speed limit

Very likely	12
Somewhat likely	22
Somewhat unlikely	27
Very unlikely	39

Not slowing down or moving over for vehicles parked on the shoulder of the road (Scott's Law)

Very likely	10
Somewhat likely	12
Somewhat unlikely	12
Very unlikely	66

Media Awareness

For each of the following three questions the term "media" includes television, web-based videos, newspapers, web-based news sites, and social media. During the past 30 days, have you read, seen, or heard anything in the media about _____ by police?

Alcohol-impaired driving

Yes	41
No	59

Seat belt law enforcement

Yes	32
No	68

Cell-phone use while driving

Yes	38
No	62

Not slowing down or moving over for vehicles parked on the shoulder of the road (Scott's Law)

Yes	30
No	70

Have you read, seen, or heard any of the following slogans in the past 30 days?

Life or Death Illinois

Yes	24
No	76

Drive Sober or Get Pulled Over

Yes	51
No	50

Click it or Ticket

Yes	62
No	38

Drop it and Drive

Yes	32
No	68

General IDOT Questions

How would you rate the overall job the Illinois Department of Transportation is doing?

Very good	15
Good	65
Poor	17
Very poor	4

How often do you think you can trust IDOT to do what is right regarding transportation issues?

Just about always	16
Most of the time	52
Only some of the time	24
Hardly ever	8

Please rate IDOT employees on each of the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Courtesy and respect shown to motorists

Very good	24
Good	64
Poor	9
Very poor	3

Accessibility of employees when you need them

Very good	18
Good	58
Poor	18
Very poor	6

Helpfulness of the information provided by the employees

Very good	21
Good	61
Poor	13
Very poor	4

Overall conduct of IDOT employees on the job

Very good	21
Good	63
Poor	12
Very poor	5

How informed, if at all, do you feel about IDOT projects (road repairs, construction) in your area?

Very informed	17
Somewhat informed	45
Not very informed	27
Not at all informed	11

Where do you get information about IDOT projects?

Newspaper/radio news reports	22
Television news reports	25
Media websites	19
IDOT's social media accounts	10
IDOT's website	21
Other	7

Where do you get information about IDOT projects? (Other)

Full responses are found in Appendix B

<u>Distracted driving</u>

In the past 30 days, have you driven a car at all, regardless of whether it is for work or for personal use?

Yes	81
No	19

If yes, do you currently use any of the following devices while operating a motor vehicle?

A mobile device

Yes	38
No	43

A portable navigation system such as a TomTom or Garmin

Yes	24
No	76

A navigation system built into vehicle

Yes	40
No	60

Do you connect your phone to your car via Bluetooth?

Yes	73
No	27

Which of the following do you usually do when you receive a phone call while driving?

Answer the phone and hold it in your hand	4
Place the phone between your ear and your shoulder	2
Answer via Bluetooth (vehicle system)	54
Answer the phone and then place it on speakerphone	8
Answer via Bluetooth (earpiece)	6
Ignore the phone call	23
Answer the phone using a wired headset or earpiece	3

In the past 30 days, how often have you engaged in each of the following activities? - Read text messages while driving

Every time I drive	3
Most of the times I drive	5
Some of the times I drive	11
Rarely	27
Never	54

In the past 30 days, how often have you engaged in each of the following activities? - Read email while driving

Every time I drive	3
Most of the times I drive	2
Some of the times I drive	5
Rarely	12
Never	79

In the past 30 days, how often have you engaged in each of the following activities? - Viewed maps or directions on your mobile device while driving

Every time I drive	4
Most of the times I drive	8
Some of the times I drive	31
Rarely	19
Never	37

In the past 30 days, how often have you engaged in each of the following activities? - Written text messages while driving

Every time I drive	3
Most of the times I drive	3
Some of the times I drive	8
Rarely	17
Never	69

In the past 30 days, how often have you engaged in each of the following activities? - Written emails while driving

Every time I drive	3
Most of the times I drive	1
Some of the times I drive	3
Rarely	6
Never	87

In the past 30 days, how often have you engaged in each of the following activities? - Read messages or viewed information on social media apps or sites while driving (e.g., Facebook, Twitter, Snapchat)

Every time I drive	3
Most of the times I drive	3
Some of the times I drive	5
Rarely	9
Never	80

In the past 30 days, how often have you engaged in each of the following activities? - Posted a message or information on social media apps or sites while driving (e.g., Facebook, Twitter, Snapchat)

Every time I drive	2
Most of the times I drive	2
Some of the times I drive	4
Rarely	6
Never	85

In the past 30 days, how often have you engaged in each of the following activities? - Watched a video, movie, or network shows on a mobile device while driving

Every time I drive	2
Most of the times I drive	2
Some of the times I drive	3
Rarely	5
Never	88

As a passenger in a car, how likely are you to do or say something to your driver if they are talking on a hand-held cell phone while driving?

Very likely	37
Somewhat likely	27
Somewhat unlikely	15
Very unlikely	20

As a passenger in a car, how likely are you to do or say something to your driver if they are sending text messages or emails while driving?

Very likely	50
Somewhat likely	21
Somewhat unlikely	13
Very unlikely	17

Have you ever…
Felt you were at risk because another driver was distracted by technology?

Yes	72
No	28

Felt your distraction by technology put yourself or others at risk?

Yes	35
No	65

Demographics

Do you currently have a valid driver's license?

Yes	86
No	14

What is your age?

18-24 years old	12
25-34 years old	18
35-44 years old	17
45-59 years old	25
60-74 years old	20
75 or older	8

What is your gender?

Male	49
Female	51
Other	0

Highest level of education you have completed?

High school diploma or less	37
Some college but no degree	20
2-year college degree (associate's degree)	8
4-year college degree (bachelor's degree) or higher	35

How many miles do you personally drive in Illinois during a typical year?

Zero miles	14
1 to 4,999	26
5,000 to 9,999	23
10,000 to 14,999	21
15,000 miles or more	16

What is your race?

White	36
Black or African American	14
Asian & Pacific Islander	5
Hispanic	17
Native American & Other	2

Which of the following best describes the location of your residence in Illinois?

City of Chicago	27
Chicago Suburbs	32
Metro East (St. Louis) area suburbs	3
Other metro area of more than 75,000	5
Other city/village/town of 25,000 to 74,999	7
Other city/village/town under 25,000	14
Rural area outside of city/village/town	11

What is your annual earned income before taxes?

Less than $20,000	17
$20,000 – $34,999	14
$35,000 – $49,999	14
$50,000 – $75,000	18
$75,000 – $99,999	15
$100,000 or more	23

What is your disability status?

Do not have a disability	84
Have a disability	16

How many vehicles do you own?

Zero	18
One	38
Two	28
Three	9
More than three	6

IDOT Districts

District 1- Schaumburg	65
District 2- Dixon	6
District 3- Ottawa	5
District 4- Peoria	4
District 5- Paris	4
District 6- Springfield	4
District 7- Effingham	3
District 8- Collinsville	6
District 9- Carbondale	3

What Illinois county is your residence located in?

	Percent	N
Adams	>1	13
Alexander	>1	2
Bond	>1	4
Boone	>1	7
Brown	>1	3
Bureau	>1	4
Calhoun	>1	6
Carroll	>1	6
Cass	>1	1
Champaign	1	21
Christian	>1	8
Clark	>1	4
Clay	>1	5
Clinton	>1	2
Coles	>1	5
Cook	43	817
Crawford	>1	2
Cumberland	>1	4
DeKalb	3	58
De Witt	>1	2
Douglas	>1	2
DuPage	7	130
Edgar	>1	3
Effingham	>1	7
Fayette	>1	3
Ford	>1	1
Franklin	>1	8
Fulton	>1	8
Gallatin	>1	2
Greene	>1	2
Grundy	>1	5
Hamilton	>1	1
Hancock	>1	1
Hardin	0	0
Henderson	>1	4
Henry	1	13
Iroquois	>1	5
Jackson	1	11
Jasper	>1	3
Jefferson	>1	7
Jersey	>1	3
Jo Daviess	>1	6
Johnson	>1	3

Kane	4	79
Kankakee	>1	4
Kendall	>1	6
Knox	>1	4
La Salle	>1	6
Lake	4	80
Lawrence	>1	1
Lee	>1	4
Livingston	>1	3
Logan	>1	7
McDonough	>1	7
McHenry	2	32
McLean	1	22
Macon	>1	8
Macoupin	>1	3
Madison	2	38
Marion	1	18
Marshall	>1	6
Mason	>1	2
Massac	>1	1
Menard	>1	5
Mercer	>1	2
Monroe	>1	2
Montgomery	>1	3
Morgan	>1	5
Moultrie	>1	3
Ogle	1	10
Peoria	1	15
Perry	>1	4
Piatt	>1	2
Pike	>1	1
Pope	0	0
Pulaski	0	0
Putnam	>1	1
Randolph	>1	7
Richland	>1	1
Rock Island	2	29
Saline	>1	2
Sangamon	1	23
Schuyler	>1	2
Scott	>1	2
Shelby	>1	3
St. Clair	2	34
Stark	0	0
Stephenson	1	15

Tazewell	1	9
Union	>1	4
Vermilion	1	19
Warren	>1	6
Washington	>1	2
Wayne	>1	8
White	>1	2
Whiteside	>1	6
Will	4	81
Williamson	1	13
Winnebago	1	20
Woodford	>1	5

Appendix B. Open ended responses

If you were looking for more information on the Rebuild Illinois Program, where would you most likely search for that information - Other?

Online Search Engines (i.e. Google)	57
Mail/Brochures	16
Local News	5
Local Government Officials (i.e. Representatives or municipalities)	4
Employer or Co-Worker	3
Local Radio	3
Local Public Non-Profit Interest Organizations (i.e. ACEC, ITRBA, IML)	3
CMAP	2
Signs/Billboards	2
Friends/Family	1
Social Media (i.e. Twitter/Facebook/YouTube)	1
Email	1

Why has your use of Amtrak passenger rail decreased - Other

Cancellations/Closures	25
I have no need for Amtrak rail	14
I don't/never used Amtrak rail	14
Too expensive/Loss of income	14
Stay at Home Order	12
No local stops	7
Use of personal vehicle	4
Safety concerns	2
Sanitary concerns	1
Other	7

If you use Amtrak passenger rail rarely or never, why do you not use Amtrak? - Other

No need/No travel	54
No local stops	14
Prefer other forms of transportation (Metra, CTA, Flying)	6
I drive	5
Does not go where I need to	4
Final leg of journey issues	2
No pets allowed	2
Sanitary Concerns	2
Safety Concerns	1
Other	11

Why has your use of public transportation decreased – Other?

I have no need for public transportation	35
Cancellations/Closures due to COVID-19	23
I don't/never used public transportation	10
Use of personal vehicle	8
Stay at Home Order	4
Too expensive/Loss of income	3
No local stops	1
Other	18

What is the primary reason you do not use public transportation regularly – Other?

No need/No travel	43
No local stops	28
Safety concerns	11
I drive	6
Prefer other forms of transportation (Metra, CTA, Flying)	3
Sanitary concerns	2
Other	8

What mode of transportation do you regularly use to get to work- Other?

Company vehicle	30
Retired (no mode)	21
Truck driver	19
CTA (Chicago Transit Authority)	15
Other	16

Why has the number of days you commute to work decreased – Other?

I have no need to commute/work from home/job loss	86
Use of personal vehicle	4
Cancellations/Closures due to COVID-19	2
Other	9

Why has your use of rest areas decreased – Other?

Rest areas are closed due to COVID-19	46
No travel due to COVID-19	17
Sanitary concerns	12
Stay at Home Order	7
Safety concerns	6
I have no need for rest areas	2
No rest areas near my travel route	1
Other	9

What were you looking for on the (IDOT) website?

Road conditions	17
Road construction/Closures	15
Travel/Traffic updates	14
IDOT project plans/Updates	10
Rest stop closures	4
Other	40

Which of the following have you accessed on IDOT's websites – Other?

Road conditions	47
Job related info (grants, employment, data)	11
IDOT project plans/Updates	6
Toll/IPASS info	5
Rest stop closures	3
Road construction/Closures	3
DMV/Driver License Info	3
Travel/Traffic updates	2
Amtrak Info	2
Other	18

Why have you not used IDOT's websites (considering both www.idot.illinois.gov and www.gettingaroundillinois.com) – Other?

Didn't need to/Had no need	37
Wasn't aware of them/Didn't know about them/Didn't think about them	28
Prefer to use other methods (i.e. Twitter/Google Maps/Phone Apps)	6
Traveling less or not at all due to COVID-19	3
Unfamiliar with content of website	3
No interest	2
Websites were too hard to navigate or find info on	1
No time	1
Other	18

Where do you get information about IDOT projects – Other?

Signs/billboards	22
IDOT emails/notices	20
Local government	18
Social media	6
Work	5
Google/Google Maps	5
Word of mouth/family/friends	4
Newsletters	3
Radio	2
Newspapers	1
Other	13